

These Terms and Conditions (“**Offer Terms**”) govern your participation in the AI Voice Agent: Holiday Offer launched by Aircall. They are supplementary to the Aircall Terms and Conditions available at <https://legal.aircall.io/> (“**GTCs**”), which remain unchanged and fully applicable to your use of Aircall services. In the event of any inconsistency between these Offer Terms and the GTCs, these Offer Terms will prevail for the purpose of this Offer only.

Terms not otherwise defined in these Terms and conditions shall have the meaning ascribed to them in the Aircall Terms and Conditions.

1. Key Offer Details

Offer Name	AI Voice Agent: Holiday Offer
Offer Period	August 12, 2025 – September 12, 2025
Eligibility	<p>Existing and new Aircall Customers with an active Aircall Customer Account who subscribe to the AI Voice Agent Add-on for the first time during the Offer Period are eligible.</p> <p>Customers who already initiated an AI Voice Agent trial before the Offer Period are not eligible.</p>
Offer Benefit	A one-time allocation of 500 (five hundred) free minutes for AI Voice Agent usage during the Offer Period.
Usage Limitation	Any unused free minutes expire automatically at the end of the Offer Period and cannot be carried over, refunded, or exchanged.
Post-Offer Continuation	If you continue to use the AI Voice Agent Add-on after the Offer Period, you will automatically be enrolled in the paid version of the add-on and standard Per-Minutes Rates will apply, unless you opt out by removing the agent from from your IVR tree before the end of the Offer Period.

2. General Conditions

- a. Acceptance:** Subscription to the AI Voice Agent Add-on during the Offer Period constitutes acceptance of these Offer Terms and the applicable GTCs.
- b. Unchanged Terms:** Except as expressly modified by these Offer Terms, all provisions of the GTCs remain unchanged and in full force and effect.
- c. Payment Terms for the AI Voice Agent:** (A) The first 500 minutes of AI Voice Agent usage during the Offer Period are provided free of charge, (B) Any usage beyond this threshold during the Offer Period, or any continued usage after the Offer Period, will be billed at Aircall's then-current Per-Minute rates for the AI Voice Agent Add-on, (C) Unused free minutes will automatically expire at the end of the Offer Period and cannot be carried over, refunded, or exchanged, (D) Customer subscription terms for all other Aircall Services (including, without limitation, User Licenses, Number Licenses, and any other subscribed add-ons or Services) remain unchanged, and (E) All Fixed Fees and Usage Fees under the Customer's existing agreement remain fully payable in accordance with its terms.
- d. Cancellation:** Customers may cancel the AI Voice Agent Add-on by removing the agent from its IVR tree, at any time during the Offer Period to avoid automatic transition to the paid plan.
- e. Modification or Termination:** Aircall reserves the right to amend or terminate this Offer at any time, with or without prior notice, via communication on its official channels.

3. Acknowledgment

By subscribing to the AI Voice Agent Add-on during the Offer Period, you confirm that you have read, understood, and agreed to these Offer Terms and the applicable GTCs.