



## AI Transparency Statement

### AI Transparency Statement

NetCarrier's ConnectSmart AI voice agents are designed to make communication faster and easier — while keeping you in control.

- **Clear Introductions:** For outbound calls, our AI voice agents introduce themselves as virtual assistants and identify the business they represent.
- **Recording & Transcription:** Some calls may be recorded or transcribed to complete requests (such as booking or lead capture) and to ensure quality service.
- **Data Handling:** Information is stored only in approved systems, often in your own CRM or designated data environment, as defined in your project setup.
- **No External Training:** Your data is never used to train external AI models.
- **Human Oversight:** Supervisors may review outcomes to make improvements, and you may request deletion of call data under your agreement.
- **Human Option:** For outbound calls, you can always choose to speak with a live representative at any time.

For more details, please see our Privacy Policy (<https://netcarrier.com/privacy-policy/>) and your customer agreement.