Terms of Use and Privacy Policy

55PBX Platform

Last updated: August 15, 2025

Language: English

Convenience translation. In the event of any discrepancy, the Portuguese version prevails.

https://55pbx.com/en/privacy

55pbx values the privacy and security of the information of all its customers, partners and visitors. This Privacy Policy describes how we collect, use, store and protect personal data, in compliance with the Brazilian General Data Protection Law (Law No. 13,709/2018 - LGPD) and with the ISO/IEC 27701 certification.

These General Terms and Conditions of Use ("Terms") of the 55PBX platform ("Platform" or "55PBX"), developed, owned and held by the company 55 TELECOM COMUNICAÇÃO LTDA., enrolled with the CNPJ under No. 26.128.490/0001-08 ("55PBX"), controller of the personal data processed in the context of its services, aim to establish the rules and conditions to which users, including companies, their associates, employees, customers and representatives ("Users"), and visitors ("Visitors") must adhere in order to access and remotely use the Platform, including its website, software and any services made available, which is located at the digital address....

By using the Platform and accepting these Terms by checking the box or fully completing the registration form, Users and Visitors submit to the rules and conditions of the terms of use and privacy policy, as well as to all documents and information relating thereto. Remaining on the platform implies automatic reading and tacit acceptance of these terms of use.

Users and Visitors declare, by agreeing to these terms, a free, informed and unequivocal manifestation authorizing the processing of their personal data, having been informed, in section 13 of these terms, of the data processing that will be carried out, under the terms of the Brazilian General Data Protection Law (Law No. 13,709/2018).

1. KEY TERMS

Terms essential to understanding this document:

- **DATABASE** – storage of a set of personal data;
- **REGISTRATIONS** – personal information provided by users;
- **CANCELLATION** – possibility of contractual termination and suspension of platform use;
- **CONSENT**- free, informed and unequivocal manifestation by which the user agrees to the terms presented and to the processing of their data;
- **PERSONAL DATA** – information relating to natural persons;
- **LICENSE**- permission to use certain features;
- **PLANS**- service packages offered by the platform
- **PLATFORM** – online environment in which data management takes place, providing telephone service solutions;
- **INTELLECTUAL PROPERTY**- recognition of authorship of creation and production;
- **OWNER**- who holds the rights inherent to the platform;
- **RESPONSIBLE PARTY**- has the obligation to preserve certain information, being liable for any damages;
- **RISKS**- situations that are liable to occur;
- **USERS**- maintains a commercial relationship with the platform and uses its services, such as companies, their associates, employees, customers and representatives;
- **VISITOR**- person who accesses the platform, even temporarily, without completing any registration;
- **DATA SYSTEM BREACH** – improper use of the platform and information.

2. THE 55PBX PLATFORM

2.1 55PBX is a Virtual PABX (Private Automatic Branch Exchange) platform, VoIP (Voice over Internet Protocol) via SIP (Session Initiation Protocol), offering complete telephone service solutions for companies, offices and contact centers.

2.2 Information on the characteristics of the services and subscription plans offered by 55PBX is available at: https://www.55pbx.com/.

2.3 The proper functioning of the Platform and its features depends on the technological characteristics of the devices used, the service plan subscribed, the Users' internet connection and the Users' knowledge and technical capacity.

2.4 55PBX declares that these terms, as well as the platform and the other services provided, comply with the measures to combat money laundering and corruption in all its forms, including extortion and bribery, complying with all applicable legislation, in particular the anti-money laundering or concealment of assets, rights and values law (Law 9,613/98) and the anti-corruption law (Law 12,846/2013).

2.5 The platform adopts and supports social commitments to combat illegal practices, discriminatory and inhumane conduct in labor relations, and strives to provide its services in a sustainable manner, applying environmental preservation policies in its activities, avoiding harmful practices, and complying with current Environmental Legislation, including, but not limited to, the National Environmental Policy Law (Law 6,938/1981) and the Environmental Crimes Law (Law 9,605/1998).

3. PLATFORM AVAILABILITY

3.1 55PBX undertakes to use its best efforts to maintain the satisfactory operation of the Platform, enabling access to and use of its features by Users, guaranteeing a service level of 99.00% (ninety-nine percent) availability of its Platform ("Service Level") during each monthly billing cycle, this being limited to the availability of the Platform, and not including the availability of the fixed-line, mobile or internet network of the carriers.

3.2 A service level below that agreed does not give rise to any right to pecuniary indemnity, only the right to claim service credits, the values of which will be calculated based on the value of the license, as per the table below:

AVAILABILITY	CREDIT
Greater than or equal to 97.5% and less than 99.0%	3%
Greater than or equal to 96.0% and less than 97.5%	5%
Greater than or equal to 94.5% and less than 96.0%	7%
Less than 94.5%	10%

3.3 The credit referred to in the preceding item must be duly requested from 55PBX within 30 (thirty) days of the unavailability, containing information regarding the period of time during which the Platform was allegedly unavailable. Upon unequivocal confirmation of the unavailability of the Platform, as per the levels established, the User shall be entitled to the credit within 30 (thirty) days of receipt of the request.

3.4 Any credit obtained will be offered to the User in the month following the request, as a discount on the contracted monthly amount. Under no circumstances shall amounts paid by the User be refunded.

3.5 The User's omission in reporting the unavailability within the established period shall constitute full and irrevocable waiver of the rights established in this Clause, which may no longer be claimed under any circumstances.

4. PLATFORM REGISTRATION

4.1 Upon completing the registration, the User declares and expressly warrants being fully capable, being able to freely exercise and enjoy the services.

4.2 By accepting these terms, the user declares that they have provided true, complete and updated information, as requested when registering to use the Platform, 55PBX being under no obligation to inspect or control the accuracy of the information provided by the User at any stage of the use of the Platform. The User is liable, civilly and criminally, for the accuracy of the information provided to 55PBX.

4.3 Should the information provided by the user be false, the platform shall be entitled to suspend or terminate the user's account and refuse to provide any services, without prejudice to the legal consequences.

4.4 55PBX reserves the right to use all legal and available means to contact its Users, as well as, at any time, to request additional documents and/or data which, at its sole discretion, it considers necessary to verify the registration data provided.

4.5 The User shall be solely responsible for safeguarding their access passwords and use of the Platform, and 55PBX shall not be liable for any damage resulting from the disclosure of the User's passwords to third parties.

5. PLATFORM USE RULES

Both the user and the visitor must, when using the platform, abide by the following rules, under penalty of having their access suspended and being held legally liable where applicable.
5.1 When completing the registration or making any change to data, true information must be provided, under penalty of liability;

5.2 No more than one registration may be made in the name of the same person;

5.3 It is the user's responsibility to keep their data and physical and electronic addresses updated, and notifications, communications and notices sent to the registered addresses shall be deemed valid and received;

5.4 It is the user's responsibility, when using the SMS and WhatsApp sending service, to obtain the opt-in from the consumer receiving the message.

5.5 The user is solely responsible for the information transmitted through the message sending system.

5.6 To refrain from carrying out any of the actions prohibited by these Terms of Use and to respect the Privacy Policies presented;

5.7 The use of any device, software or any other resource that may interfere with the Platform's activities and operations, as well as with accounts or their databases, is prohibited. Any intrusion, attempted intrusion, or activity that violates or contravenes intellectual property rights laws and the prohibitions set forth in these Terms shall render the person responsible subject to the effects of the pertinent legal actions, as well as the sanctions provided for herein, and shall further be liable to indemnify 55PBX or its Users for any damages caused.

5.8 The dissemination of any kind of malicious software, attack or invasion of the platform is prohibited;

5.9 The use of any device, automated or manual, to monitor or copy any content of the Platform is prohibited;

5.10 The user shall not license, sell, resell, transfer, assign, distribute or make available to third parties the services provided by the platform, unless previously authorized;

5.11 Undertakes to comply with applicable laws, standards, rules and principles during the use of the Platform.

5.12 The User may not transmit any information, recordings or content that is unlawful, harmful, threatening, abusive, as well as content classified as harassment, defamatory, injurious, or objectionable on racial and ethnic, social, political or religious grounds, conduct violating third-party rights, including, among others, celebrity rights, image, privacy and intellectual property

5.13 55PBX repudiates any kind of discrimination or violence, and users must refrain from such conduct and

from using the platform for such purposes.

6. PAYMENT TERMS

6.1 The maintenance of the platform shall have its value agreed upon at the time of contracting and shall be paid monthly by the user, by bank slip or credit card, via the payment system integrated into the platform.

6.2 The prices relating to the subscription plans offered, as well as the payment slips, may be consulted at: https://www.55pbx.com/, in the Prices and Tariffs sections.

6.3 Non-receipt of the bank slip by e-mail does not prevent payment, nor may it be used as justification for delay or default, as the same are available on the platform itself, and it is the User's sole responsibility to issue and monitor them.

6.4 The contracted prices include all specific tariffs, public prices, supervision, administration, taxes and all expenses incurred directly in the provision of the services, except for those of an extraordinary nature that may arise during the provision of the service.

6.5 55PBX reserves the right, at any time, unilaterally, to change and update the values and characteristics of the plans offered, undertaking to give prior notice through the platform itself at least 30 days in advance. The change shall only take effect in the subsequent monthly billing cycle.

6.6 Any eventual or extraordinary costs are not included in the fixed price, and 55PBX is assured the right to review the contractual values should exceptional situations arise that justify intervention to guarantee the economic-financial balance.

6.7 Should payment by the User be delayed by more than 15 (fifteen) days, the contracted services may be suspended by 55PBX, without the need for any notification to the User, and no indemnity or compensation of any kind shall be due from 55PBX to the User in such case.

6.8 In the event of default, the services and subscriptions will be automatically suspended and cancelled, and no indemnity or compensation of any kind shall be due to the User under any circumstances, 55PBX reserving the right to collect.

7. CANCELLATION

7.1 The User may, at any time, request contractual termination and cancellation of the service, which shall occur without a termination fee, provided that at least 30 days' notice is given before the next due date, by e-mail to the following electronic address.....

7.2 After the end of the subscription period, 55PBX has no obligation to store, make available or provide the User or third parties with data and information relating to the use of the Platform or contained therein.

7.3 55PBX may, at any time and at its sole discretion, immediately suspend the use of the Platform by the User in the following cases: (I) evidence of fraud or malicious acts in making telephone calls or any communications (II) court orders or arising from rules prohibiting or preventing the provision of the services or (III) evidence that the User has breached any of its obligations under these Terms.

7.4 In the event of termination by either party, no refund of amounts paid shall be due, unless the termination is caused by 55PBX, in which case it shall refund, proportionally, the amount paid in the current month, in relation to the days on which the services were not provided.

7.5 In the other hypotheses provided for by law.

7.6 The user's conduct when dealing with employees and using 55PBX's services must refrain from defamatory, derogatory, injurious or discriminatory content, under penalty of immediate termination of the contract, without prejudice to all other applicable measures.

8. USER SUPPORT

In case of questions, technical problems or platform unavailability, the User may contact 55PBX through the following channels:

- **E-mail** -suporte@55pbx.com.br

- **Telephone**- +55 11 48732198 or 0800 055 0055

9. LIMITATIONS OF PLATFORM LIABILITY

The user declares to be aware that:
9.1 55PBX is only intended to offer telephone service solutions, according to the plan contracted, and is not liable for the use of the services or for problems related to their use, the proper functioning of the Platform and its features depending on the technological characteristics of the devices used, the service plan contracted, the Users' internet connection and the Users' knowledge and technical capacity

9.2 55PBX has no direct or indirect liability for any moral or material damages related to the negligent or wilful conduct of Users during the use of the Platform. 55PBX shall not be liable for any damage it has not directly caused, and in such case shall be exempt from blame and reimbursed by the User or the third party involved should it be affected in any way.

9.3 55PBX shall not be liable, in the use of a message sending system, for the need for opt-in by the receiving consumer nor for the contents sent, which are the sole responsibility of the user.

9.4 It shall not be liable under any circumstances for any technical problems or inconsistencies presented in the customer's infrastructure, its servers, internet connection, data traffic speeds and/or software used.

9.5 55PBX does not guarantee that the Platform will always be free from errors, interruptions and/or fluctuations, and therefore cannot be held liable for moral or material damages caused to Users, as well as for any loss of profits, due to any inconsistency in the operation of the Platform.

9.6 55PBX shall not be liable for damages, errors or interruptions in the provision of information by independent service provision systems, including external platforms and services connected to 55PBX, internet connection service and any other independent sites and services. Such systems are not covered by the 55PBX contract.

9.7 55PBX shall not be liable for any damage, loss or detriment, including loss of data, records and recordings, suffered by the User due to failures in their internet connection, with their provider, in the operating system or servers used by the User, arising from third-party conduct, fortuitous event or force majeure.

9.8 55PBX only carries out a prior verification of the Users registered in its database by means of analysis of the basic information and documentation required at the time of contracting, and is not liable for the acts of its Users or for the data provided. 55PBX has no obligation, nor the technical possibility, to verify the accuracy or correctness of the information provided by Users.

9.9 The User shall be solely responsible for safeguarding their access passwords and use of the Platform, and 55PBX shall not be liable for any damage resulting from the disclosure of the User's passwords to third parties.

9.10 These Terms do not imply or mean, in any way, any partnership, mandate, franchise or employment contract between 55PBX and the User, their associates, customers or representatives.

10. USER AND VISITOR RESPONSIBILITIES AND RISKS

10.1 Declares and expressly warrants being fully capable, being able to freely exercise and enjoy the services it uses on the Platform by its own free and unimpeded choice, and acknowledges and accepts as its sole responsibility and risk the use of the Platform, as well as the consequences and results of its use.

10.2 Undertakes to keep its data and physical and electronic addresses updated, notifications, communications and notices sent to the registered addresses being deemed valid and received;

10.3 Agrees to use the platform only for legitimate purposes, in compliance with these terms and all applicable laws, bearing all damages, penalties and consequences of failing to do so.

10.4 Is aware that it is solely responsible for the use, safeguarding and maintenance of all access passwords.

10.5 The User, when using the message sending system, is solely responsible for collecting the receiver's opt-in, as well as being solely responsible for the contents sent.

10.6 The User understands and is aware of all the risks involved in the use of the Platform, undertaking to exercise the diligence and care reasonably necessary and expected of someone who uses the features and contracts the services offered on the Platform.

10.7 The User must make available all the resources necessary for the perfect functioning of the Platform, and no liability may be imputed to 55PBX for the impossibility of using the Platform due to the lack or inefficiency of the resources necessary for the system to function.

10.8 The User is solely responsible for the information, recordings or any content made available through the use of 55PBX.

10.9 The User agrees to indemnify and/or hold harmless 55PBX and its representatives, as the case may be, in the event of any claims, proceedings, losses, liabilities and expenses, including reasonable legal fees and court costs, resulting from damages it may cause or suffer directly as a result of the use of the Platform, in cases where there is no exclusive fault of 55PBX.

10.10 The services performed by the User for third parties are its sole responsibility, 55PBX being liable for no direct and/or indirect damages caused to others.

10.11 The User is fully aware that the Terms presented do not imply or mean, in any way, any partnership, mandate, franchise or employment contract between 55PBX and the User, their associates, customers or representatives.

11. PLATFORM LICENSE

11.1 Users and visitors are aware that the ownership and title to all rights over the 55PBX platform, consisting of a Virtual PABX (Private Automatic Branch Exchange) telephony system, VoIP (Voice over Internet Protocol) via SIP (Session Initiation Protocol), offering complete telephone service solutions for companies, offices and contact centers, remain the property of 55PBX, only the right to use the aforementioned features being transferred

11.2 The License does not include any rights over the source code of the Platform or any tool or system used in its development, and the License, in everything it authorizes or allows the User to do, refers solely and exclusively to the object of these Terms.

11.3 New features that modify, improve or enhance the Platform may be freely implemented at the sole discretion of 55PBX, including the launch of new tools and features, which will be communicated to users through notices on the platform itself. Should you disagree with the changes made, the user must expressly state so by e-mail....., and continuing to use the Platform after any change shall constitute the User's consent to the said change.

11.4 The creation or implementation of new features, modules or resources requested by the User do not form part of the License and are not the object of these Terms, and may be subject to a new contract.

12. INTELLECTUAL PROPERTY

12.1 The user is granted a non-exclusive, non-transferable and non-sublicensable license to access and use the platform and the services made available thereby

12.2 The Contracting Party acquires no intellectual property rights, including patents, designs, trademarks, signs, logos, copyrights or rights over confidential information or trade secrets, over or relating to 55PBX or any part thereof.

12.3 The User may not (I) modify, copy or create software or services derived from the Platform (II) copy, duplicate or mirror any content that forms part of the Platform; (III) reverse engineer the Platform; (IV) assign, license, sell, lease or pledge, donate, alienate or in any way transfer to any third parties, in whole or in part, in any form, free of charge or for consideration, temporarily or permanently, the Platform that is the object of these Terms, as well as its manuals or any information relating thereto (V) access or use the Platform in order to: (a) build a competing product or service, (b) copy any ideas, features, functions or graphics of the Platform.

12.4 The use of the platform by users is personal, individual and non-transferable, and any unauthorized use,

commercial or otherwise, is prohibited. Such uses shall constitute a violation of intellectual property rights.

12.5 Commercial use of the name 55PBX as a trademark, trade name or domain name, as well as the logos, trademarks, insignia, layout of the Platform, content of the screens relating to the Platform's services and the set of programs, databases, networks and files that allow the User to access and use their account, are the property of 55PBX or its commercial partners and are protected by international copyright, trademark, patent, model and design laws and treaties. Misuse and total or partial reproduction of said content is prohibited, unless expressly authorized by 55PBX, in accordance with the terms of the Industrial Property Law, the Copyright Law and the Software Law.

12.6 Reverse engineering, decompiling or decomposing the software related to the Platform, owned by 55PBX, is prohibited.

12.7 The Contracting Party acknowledges that any comments and suggestions provided to 55PBX that generate innovations or implementations incorporated into the Platform shall belong to 55PBX, which shall hold all intellectual rights, even having the User paid for the implementation of the suggestions, the User being entitled to no claim, ownership, title or direct or indirect participation in the Platform software. The User acknowledges that 55PBX may use or commercialize such implementations at any time, with any third parties.

13. PRIVACY PRINCIPLES

We apply privacy by design and privacy by default across all our processes. This means that:
13.1 From the design of new products and services, privacy measures are incorporated.

13.2 Only the data strictly necessary for the intended purpose are collected and processed.

13.3 Default settings prioritize the protection of the data subject's data.

14. PRIVACY AND DATA SECURITY POLICY

55PBX is committed to the transparency, privacy and data security of its users, and by accepting these terms the user and visitors are aware of the entire privacy and data processing policy of the platform, consisting of processing, use, storage and any other form of handling of the personal data provided.

14.1 On the provision of data by the user and collection by the platform

Personal data will be recorded at the time of submission of the registration form by the user, at which time the user expressly submits to these terms. Additional information may also be entered into the system at a later date, including at the end of the service provided, with the aim of improving and adjusting the services provided.
At the time of registration the platform will collect data, after the user's prior and unequivocal acceptance through these terms, which may include, but are not limited to:

- Name
- E-mail
- CPF/ CNPJ
- Date of birth
- Physical address
- IP address
- User connection type

Data and times of user actions in the system, time spent, browsing of the platform and other related information may also be collected

14.2 Collection and Purpose of Data Use

We may collect personal data in the following situations:

- **Registration and use of the platform:** name, e-mail, telephone and contact information for account creation

and provision of the services.

- **Support and assistance:** data voluntarily provided to handle requests.
- **Billing and invoicing:** data required for issuing invoices and processing payments.

We do not collect sensitive data except where strictly necessary and always with explicit consent.
Purposes:

- Provision of the contracted services.
- Compliance with legal and regulatory obligations.
- Improving the user experience on our platform (where consent is applicable).

14.3 On the Use of Data by the platform:

The Platform is authorized by the user, and where applicable, by the visitor to:
14.3.1 Collect, store, process, organize, catalog, classify, divide or separate and, at its sole discretion, transfer, transmit or make available to third parties the data and information provided at the time of registration on the Platform, as well as those arising from the use of the Platform, for any purposes, including commercial, provided that in a non-individualized and non-identified manner.

14.3.2 Handling as well as sharing of data within and outside the country of its location, carried out in accordance with applicable legislation.

14.3.3 Feed internal databases with data provided by the user.

14.3.4 Adapt the service provided and communicate specifically with the user based on the data profile provided by them and their history record

14.3.6 55PBX implements measures it deems appropriate to protect and help prevent unauthorized access, alteration, disclosure or destruction of the User's information collected through the Platform, including storage on high-security servers or magnetic media. However, 55PBX is not liable for any misuse of the information provided by the User by third parties.

14.3.7 The User's data may be permanently deleted from the Platform or from 55PBX's databases, at any time and at the sole discretion of 55PBX, without any explanation or indemnity being due to the User, provided that the contracting of services or any commercial relationship between the parties has ended.

14.3.8 55PBX may disclose the information provided by the User to third parties if requested by a public authority or if 55PBX has reason to believe, at its sole discretion, that the User is involved in any activity considered illegal, that violates third-party rights or that in any way violates these Terms. 55PBX shall provide all information requested by the public authorities, by public bodies or by the direct or indirect administration, provided that duly justified and compatible with the law in force.

14.3.9 The name, e-mail, telephone and other data of Users may be used to send notifications, information about the account or the contracted services, notices of violations of the Terms, advertising or promotional material and other communications that 55PBX considers useful or necessary. Users may request 55PBX to remove them from its mailing list.

14.4 On Data Storage

14.4.1 All information provided by Users to 55PBX is protected by specialized companies and all information collected through the Platform is stored in secure environments with restricted access.

14.4.2 55PBX follows the security standards commonly used by companies that work with data transmission and retention to guarantee the security of its Users. However, no method of electronic data transmission or retention is fully secure and all may be subject to external attacks and data loss. Thus, despite using all possible and appropriate means, 55PBX cannot guarantee the absolute security of the information made available.

14.4.3 55PBX uses cookies and monitoring software to provide its Users with the best possible experience, based on their needs, as well as for internal research. These cookies do not collect personal information, they only inform usage and browsing preferences of each User, as well as providing 55PBX with statistics and data to improve its services.

14.4.4 After the end of the subscription period, 55PBX has no obligation to store, make available or provide the User or third parties with data and information relating to the use of the Platform or contained therein.

14.4.5 Should the User consider that their information has been used improperly by third parties and in breach of these Terms, they must contact 55PBX through the following communication channels: [x] or the telephone number available on the Platform. In this case, 55PBX will analyze the complaint and take the measures it deems appropriate.

14.4.6 55PBX shall not be liable for any loss arising from the breach of these measures by third parties who use improper, fraudulent or illegal means to access the information stored on the servers or databases used by 55PBX.

14.4.7 55PBX shall not be liable for any loss of the User's data, including those arising from fortuitous event or force majeure, occurring as a result of a security breach and access to the Platform by unauthorized third parties.

14.5 On User Rights:

The personal data subject may, at any time:

- Confirm whether we process their data.
- Access, correct or update their data.
- Request anonymization, blocking or deletion of data.
- Withdraw consent, where applicable.
- All requests will be answered immediately, in accordance with the Brazilian General Data Protection Law (Law 13,709/2018).

14.6 On Consent

By accepting these Terms, Users and Visitors declare a free, informed and unequivocal manifestation authorizing the processing of their personal data, having been informed of the data processing that will be carried out, under the terms of the Brazilian General Data Protection Law (Law No. 13,709/2018).
Consent may be withdrawn by the User, upon prior 15 (fifteen) days' written request, with the clear knowledge of 55PBX.

14.7 Data Sharing

55pbx does not share personal data with third parties for commercial purposes and does not transfer personal data outside Brazil.
Any eventual sharing will occur exclusively:

- To comply with legal or regulatory obligations.

14.8 Cookies

We use only strictly necessary cookies for the platform to function, not collecting data for marketing purposes without prior consent.
Cookie settings can be managed directly by the user in their browser.

14.9 Access Control and Security

We adopt appropriate technical and organizational measures to protect personal data, including:

- Access control by multifactor authentication.
- Encryption at rest and in transit.
- Continuous security monitoring.
- Audit records of processing operations.

14.10 Data Deletion

Personal data will be deleted:

- When the purpose for which they were collected has been fulfilled.
- Upon request of the data subject.
- When there is a legal determination.

Important: Deletion may be denied when the data are necessary for compliance with legal or contractual obligations or for defense in judicial/administrative proceedings.

14.11 Liability and Data Breach

55pbx is responsible for the security of the data under its control and requires the same level of protection from all suppliers acting as processors.
In the event of a security incident that may cause relevant risk or damage, the data subject will be notified and, where necessary, the National Data Protection Authority (ANPD) will be notified.

15. GENERAL PROVISIONS

15.1 These terms are subject to constant changes and updates, and by accessing the platform the user agrees to and accepts the content of the changes made; therefore, periodic checking of this document is recommended, which will be made available on the platform itself.

15.2 This document may be amended by 55PBX at any time and at its sole and exclusive discretion.

15.3 The new Terms shall come into force 10 (ten) days after publication on the Platform. Within 5 (five) days of publication, the User must state, through the communication channel provided by the company, any disagreement should they not agree with the amended terms. In this case, the contractual bond shall cease to exist, provided there are no outstanding amounts. Should there be no response within the stipulated period, the User shall be deemed to have tacitly accepted the new Terms, which shall continue to bind the parties.

15.4 The mere tolerance, by either party, of any breach of these terms or their omission in exercising any right granted herein, shall not be considered as novation or waiver in relation to any future breach, whether similar or not, or to the exercise by either party of any future right conferred by these Terms.

15.5 These terms shall be interpreted in accordance with Brazilian law, in the Portuguese language, the courts of the district of São Paulo being elected to settle any dispute or controversy involving this document.

15.6 This policy may be updated to reflect changes in legislation, services or the company's internal processes. The date of the last update will always be indicated at the beginning of the document.

Any questions, suggestions or complaints regarding these General Terms and Conditions of Use may be directed to the e-mail suporte@55pbx.com.br or to the communication channels available on the Platform.