DORAS

Terms of service

Version 1.3 - In effect from 27 October 2026

Month to month. Cancel any time. No usage charges, and no automatic renewal you have to escape.

1. Who this is between

This agreement is between Doras ("we", "us") and the school or organization that has agreed to a plan with us ("you"). It covers the voice agent that answers your admissions line, the portal your staff sign in to, and anything else we provide under that plan.

It does not cover the people who call you. They never agree to anything with us, and what happens to their information is set out in our privacy policy.

2. What you are buying

An agent that answers your line, at the number we provision or port for you, and a portal that shows you every call, its transcript, the leads it produced and the tours it booked. The specifics of your plan - the monthly price, the included minutes, the number of campuses - are what we agreed on the call, and they are recorded in your account under Billing & usage.

3. Month to month, cancel any time

Your plan runs month to month. There is no minimum term, no notice period and no automatic annual renewal.

You can cancel at any time, and cancellation takes effect at the end of the month you have already paid for. We do not pro-rate a partial month, and we do not charge you for the one after it. Nothing is deleted the moment you cancel: your data stays available for export for thirty days, and after that it is deleted on the schedule in the privacy policy.

If we bought a phone number for you, it is yours to take. Tell us before the account closes and we will release it for porting to whoever you move to. If nobody claims it within thirty days of the account closing, we return it to the carrier - a number returned to the pool cannot be recovered, so this is the one deadline on this page that matters.

4. What it costs

A one-time setup fee and a monthly plan fee, both agreed before anything was built. Invoiced monthly, in advance, to the payment method on file.

There are no usage charges. Your plan includes a number of minutes; going past them does not produce an overage line, a rate, or a bill you did not expect. It raises a flag for a person on our side, and we ring you about whether the plan is still the right one. There is no per-minute price anywhere in this product to charge you with.

We will give you at least thirty days' notice before changing your monthly price, and a price change never applies to a month you have already paid for. If you do not want the new price, cancelling under clause 3 is the answer and costs you nothing.

If a payment fails, we will tell you and keep trying for about a week. We do not stop answering your phone because an invoice is late - a silenced admissions line is a cost to you far out of proportion to the debt - but we

may suspend the service after written notice if it stays unpaid.

5. Three things the agent will always do

These are not settings. They are how the product works, they are the reason it is lawful to run, and you are agreeing to them by using it.

Every call is announced as recorded. The notice plays on every call, in every state, before anything else. Twelve states require all-party consent to record and case law reaches calls placed into them from elsewhere, so the notice is not removable and not conditional on where the caller is.

Callers are told they are speaking with an assistant. Required by Utah SB 226 where a regulated occupation is involved. The wording of this one sentence is yours to set, within the rule that it must still say plainly that the caller is speaking with an automated assistant; the disclosure itself cannot be emptied or switched off.

Promotional text messages are off. Appointment reminders and replies in a conversation somebody started are transactional and send by default. Marketing texts do not, and turning them on is a deliberate, logged, per-organization act by someone with authority to make it. TCPA exposure runs to $500-$1,500 per message, uncapped, and is excluded from most errors-and-omissions and cyber policies - so this is a risk you are taking on knowingly or not at all.

6. What you are responsible for

What the agent says. Your tuition, your start dates, your programs, your financial-aid language: you enter them and you keep them current. We give you a screen that shows what a caller will hear before you publish it, and a log of every change with the name of whoever made it. We do not check your facts.

Consent for anything outbound. We will only call or text a person who contacted you first, never before 8am or after 8pm where they are, and never again once they have said stop. Those rules are enforced in the product. What we cannot enforce is the provenance of a list you import, and importing a number you have no basis to contact is your liability, not ours.

Your staff's access. Accounts are created by invitation. Keep the list current, and remove people when they leave - the Team screen shows who has access, what they can do and when they were last here.

Lawful use. Do not use the service to deceive, to harass, to misrepresent an accreditation or an outcome you cannot evidence, or to reach people who have asked not to be reached.

7. Your data is yours

Every call, transcript, recording, lead and booking belongs to you. You can export it from the portal at any time while your account is open, and for thirty days after it closes. We do not sell it, we do not rent it, and we do not use one school's calls to train anything for another.

We act on your instructions in handling information about your callers. The privacy policy sets out what we collect, who processes it on our behalf, and how long we keep it. Where you need those arrangements in contractual form, the data processing addendum is part of this agreement.

8. When we go into your account

Our staff can enter your account to help you, and every entry is recorded: who, when, why, and whose screen they were looking at. You can read that record yourself under Settings - it is not an internal log you have to ask us for. A banner is shown to anyone in your account on our behalf, and it cannot be dismissed.

9. What we do not promise

We do not commit to an uptime figure or a support response time, because we do not yet measure either well enough to stand behind a number. We will not invent one to make this page look better. When we can measure it, we will commit to it here.

The service depends on telephone carriers, on a speech vendor and on the public internet, none of which we control. An agent can mishear a caller, and it can be asked something nobody has given it an answer to - which is why unanswerable questions land on your Queue rather than being guessed at.

Except as stated here, the service is provided as it is, without other warranties. To the extent the law allows, neither of us is liable to the other for indirect or consequential loss, and our total liability in any twelve-month period is limited to what you paid us in that period. Nothing here limits liability for fraud, for death or personal injury caused by negligence, or for anything else that cannot lawfully be limited.

10. Ending it

You can cancel at any time under clause 3. We can end this agreement on thirty days' notice, or immediately if the service is being used unlawfully or in a way that puts our carrier registrations at risk - those registrations are shared infrastructure, and losing them takes every other school's phone down with yours.

11. Changes to these terms

We will tell you at least thirty days before a change that affects you, by email to the account's owners. If you do not accept it, cancel under clause 3 and pay nothing further. Continuing to use the service after a change takes effect is acceptance of it.

12. Governing law

This agreement is governed by the laws of the State of North Carolina, and the courts of North Carolina have exclusive jurisdiction over any dispute arising from it.

13. Reaching us

Write to privacy@doras.ai (privacy@doras.ai), or raise it from the Support screen in your portal, which puts it in front of us with your account already attached.
