

Terms of Service

The conditions for using SkyInbox: website, service dashboard, channels and Sky.

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<https://skyinbox.com.br/terms-of-service/2026-10-23>

Portuguese is the contractual reference. Mandatory rights under applicable local law remain protected.
[Read in Portuguese.](#)

1. Who provides the service and what these Terms cover

SkyInbox is provided by **SKILLS IT SOLUCOES EM TECNOLOGIA LTDA**, trading as **Skills IT**, Brazilian company registration (CNPJ) **05.699.856/0001-10**, with its address at Quadra ACSE 1, Rua SE 1, nº 38, sala 10, 2º andar, Plano Diretor Sul, Palmas-TO, CEP 77020-014, Brazil.

These Terms apply to all of SkyInbox: the website skyinbox.com.br, the service dashboard at app.skyinbox.com.br, the pipelines and features at kanban.skyinbox.com.br, the chatbots that Skills IT publishes for the customer, the API and the connected channels. In this document, “SkyInbox” means the service or its provider, as the context requires.

SkyInbox is an omnichannel customer service platform with artificial intelligence, offered as a **managed service**: hosting, updates, maintenance and support are provided by Skills IT. The customer contracts for a working service and does not receive a software licence to install, source code, container images or any right to run the platform on its own infrastructure.

2. Acceptance and order of precedence

These Terms take effect when the company contracts for the service or starts using it. Whoever accepts on behalf of a company represents that they have authority to bind it. The service is intended for professional use by adults.

In the event of a conflict, the following order applies: (1) the commercial proposal or signed contract, for the conditions expressly negotiated; (2) the Data Processing Agreement, for everything concerning personal data processed on the customer's behalf; (3) these Terms; (4) the Privacy Policy; (5) the descriptions published on the website.

3. Account, users and access

The account belongs to the contracting company and is created by Skills IT during onboarding. Dashboard users are created by the company, with the access profile it defines, and sign in with email and password or with a Google account, when that option is chosen.

Each person uses their own credentials. Shared credentials are the company's responsibility and make the audit trail unworkable. The company is responsible for what its users do in the dashboard, including the messages sent to its customers, and must revoke access that is no longer needed. Any suspected unauthorised access must be reported immediately to contato@skyinbox.com.br.

4. Plans, limits and billing

The current plans, with prices in Brazilian reais and the limits of each, are listed on the plans and pricing page. The commercial proposal confirms the plan, price, billing period, adjustment and payment terms before the contract is signed.

The plan counts conversations handled and replies sent by Sky, as described on the pricing page. When a limit is reached, the company is notified and service is not interrupted: an add-on pack or a plan change is offered.

Non-payment may lead to suspension of access, after prior notice and an opportunity to settle. Data is preserved during the suspension.

5. Consultative Onboarding

Consultative Onboarding is a service charged separately from the monthly fee, with price and scope set out in a proposal after the assessment. It covers the assessment of the operation, building the knowledge base from material provided by the company, defining Sky's rules, connecting the channels and following the operation for the agreed period.

Delivery depends on the company's cooperation: providing the material, making the people who know the customer service available for meetings and approving texts before they are published. Deadlines are suspended while any of these dependencies is outstanding. Approval of the official WhatsApp account is Meta's decision, and its timing is not controlled by Skills IT.

6. Third-party costs and rules

Meta charges for WhatsApp directly to the company, and that charge does not go through Skills IT. The company registers its own payment method in the WhatsApp account. A message initiated by the company outside the 24-hour window requires an approved template and is always charged; from October 1, 2026, replies within the window are also charged by Meta.

Use of each channel is subject to the policies of its operator. A block or restriction imposed by Meta or another channel for breach of its policies is the operator's decision: Skills IT helps to understand it and to appeal, but cannot reverse it. Channels and integrations that depend on the customer's own account, such as Twilio, Bandwidth, Dialogflow or video providers, are governed by the contracts the customer has signed with them and are billed by them.

7. Content and ownership

The content belongs to the customer. Conversations, contacts, attachments, knowledge base, pipelines and reports belong to the contracting company. It authorises Skills IT to store, process, transmit and create technical derivatives of that content, such as search indexes and vectors, only to the extent necessary to provide, maintain, protect and support the service, under the Data Processing Agreement.

Skills IT and the artificial intelligence model providers it selects and contracts **do not use customer data, including messages, knowledge base documents and generated replies, to train artificial intelligence models.** This authorisation does not grant any licence to commercialise the customer's content either.

The platform belongs to Skills IT and its licensors. Brand, interface, configuration and whatever Skills IT develops remain with their respective owners. The contract grants a right of use, not ownership.

8. Sky and what it does not guarantee

Sky is the artificial intelligence in SkyInbox. It answers based on the company's knowledge base and the rules defined during onboarding, and it is set up to hand over to a person when no article covers the question and on the subjects marked as human-only.

No artificial intelligence gets every case right, and Skills IT does not promise that. The quality of a reply depends on the quality and currency of the knowledge base, which is the company's content. The company remains responsible for the service provided to its customers, just as it is with its human team, and must carefully assess the use of Sky on regulated matters, with sensitive data or with significant impact on people.

What Skills IT delivers is the control mechanism: limits by subject and by channel, a record of every reply in the conversation history, the ability to switch Sky off at any time and the follow-up of the operation for the period set out in the Consultative Onboarding proposal.

9. Acceptable use

SkyInbox may not be used to:

- send unsolicited bulk messages or use contact lists obtained without a legal basis;
- commit fraud, scams, harassment, unlawful discrimination, hate speech or any unlawful purpose;
- collect sensitive personal data or data of children and adolescents through the channels without a legal basis and without the safeguards required by the LGPD;
- try to circumvent plan limits, access another account's data or bypass security controls;
- test the platform's security without written authorisation;
- impersonate third parties in a misleading way;
- resell, sublicense or offer the service to third parties as one's own without a specific contract.

10. Availability and support

Support channels and response times vary by plan: email and WhatsApp on Essencial and Profissional, priority support on Business and dedicated support, with an account manager, on Enterprise.

A formal availability commitment exists on the Enterprise plan, with availability and response-time targets defined in the contract. The other plans have no contractual availability SLA. Skills IT provides the service with professional diligence, gives advance notice of scheduled maintenance whenever possible and reports significant interruptions through its support channels.

11. Suspension and termination

- **At the customer's initiative:** the fee is monthly and cancellation follows the signed contract. Services already performed, such as Consultative Onboarding, are not refunded.
- **For non-payment:** suspension of access after prior notice, with data preserved.
- **For misuse:** in the event of a breach of section 9, immediate suspension with notice of the reason. Where there is risk to third parties or a legal order, suspension may precede the notice.
- **At Skills IT's initiative, with no fault on the customer's part:** 60 days' prior notice and a pro rata refund of anything paid in advance.

On termination, the company may export contacts, conversations and reports in an open format. The request must be made before the end of the contract or within 30 days after it; after that period, the data is deleted as described in the Data Processing Agreement. Cancelling the plan is not the same as immediately deleting every record.

12. Liability

Skills IT is liable for failures in providing the service under the law and the contract. Except in cases of wilful misconduct or where the law provides otherwise, liability is limited to the amount paid by the company in the 12 months before the event and does not extend to loss of profits.

Skills IT is not liable for unavailability or policy changes of third-party channels, for content sent by the company or its users, or for business decisions made on the basis of a platform report. Nothing in these Terms excludes rights or liabilities that the law does not allow to be excluded by contract, including those under consumer protection law where it applies to the relationship.

13. Versions, languages and governing law

Material changes to these Terms are notified by email at least 30 days in advance, and a company that does not agree may terminate without penalty up to the effective date. Each version remains published at its own dated address, and a new publication does not retroactively change what was

accepted before.

Portuguese, English and Spanish present the same contractual basis. In case of any divergence in interpretation, the Portuguese version prevails, unless a specific contract or mandatory rule provides otherwise.

These Terms are governed by Brazilian law. Disputes will be submitted to the legally competent court. Before taking any legal action, the parties undertake to seek an amicable solution by email at contato@skyinbox.com.br.