



Effective: July 24, 2025

Digital.ai Operate & Monitor Analytics Lens (ITSM / IT Ops)

Digital.ai Operate & Monitor Analytics Lens (ITSM / IT Ops) is a Subscription to an analytics platform that provides Customers with pre-configured dashboards that enable improvement of Customer's IT service reliability by extrapolating aggregated data from multiple third-party IT service management sources with built-in AI/ML models.

Product or Service	License Metric	Deployment
Digital.ai Operate & Monitor Analytics Lens (ITSM / IT Ops)	ITSM Transactions	On-Demand

Product or Service Limits

Limit Metric Type	Limit Metric Quantity	Impact
Annual ITSM Transactions	Small: Up to 500K Medium: 500K- up to 1M Large: 1M – up to 2.5M	Additional ITSM Transactions beyond the license metric are prohibited.

Additional Terms:

Artificial Intelligence Features: If the Product or Service includes features that utilize artificial intelligence (“AI Features”), Customer acknowledges that: (i) Digital.ai does not guarantee the accuracy, completeness, or reliability of any outputs generated by AI Features; (ii) Customer is solely responsible for any decisions made or actions taken based on outputs from AI Features; and (iii) Customer agrees not to use AI Features in any high-risk or critical environments where errors or inaccuracies could lead to significant harm or damage.

Definitions:

“ITSM Transactions” means certain Digital.ai-defined online transaction data generated by Customer's supported third-party IT service management software.