



Effective: July 24, 2025

## Digital.ai Service Management Process Optimization (SMPO)

Digital.ai Service Management Process Optimization On-Demand (SMPO) provides Customer with a Subscription to an analytics platform for incident, problem, and IT service request management via built-in AI/ML models.

Product or Service	License Metric	Deployment
Digital.ai Service Management Process Optimization (SMPO)	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 Transaction(s)” means certain Digital.ai-defined online transaction data generated by Digital.ai Agility or Customer’s supported third-party project management software.