Digital.ai Software, Inc.



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	Additional ITSM Transactions beyond the license metric are prohibited.
	Large: 1M – up to 2.5M	

Additional Terms:

Artificial Intelligence Features: If the Product or Service includes features that utilize artificial intelligence ("Al Features"), Customer acknowledges that: (i) Digital.ai does not guarantee the accuracy, completeness, or reliability of any outputs generated by Al Features; (ii) Customer is solely responsible for any decisions made or actions taken based on outputs from Al Features; and (iii) Customer agrees not to use Al 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.