

TERMS OF USE – appse ai USERS

Use of the appse ai platform, an advanced Integration Platform as a Service (iPaaS) solution developed under the APPSeCONNECT product family, and all associated intellectual properties of APPSeCONNECT Corp. (“**APPSeCONNECT**”), having its physical office at 4512 Legacy Dr Ste 100, Plano, TX 75024, USA including but not limited to software applications, proprietary services, documentation, user interfaces, and other copyrighted materials, is governed by your acceptance of this legally binding click-wrap agreement (“**Terms of Use**” or “**ToU**”), as well as our Privacy Policy, each of which may be amended or updated from time to time and made available on this website.

Obtaining and maintaining a limited, non-exclusive, non-transferable, revocable license to use the appse ai platform is strictly subject to compliance with these Terms of Use. In cases where a specific feature, service, or subscription under appse ai is governed by separate or supplementary terms, those specific terms shall prevail in the event of any conflict with this ToU.

By accessing or using appse ai, whether on a free or paid basis, you confirm that you have read, understood, and agreed to be legally bound by these Terms of Use and the associated Privacy Policy, by clicking the “*I Agree*” or equivalent consent mechanism presented during account creation or access.

This Agreement becomes effective on the date you accept these Terms of Use (the “**Effective Date**”). If you are accepting these Terms on behalf of a company or other legal entity, you represent and warrant that (i) you have full legal authority to bind such company or legal entity to this Agreement; (ii) you have read and understood the Agreement; and (iii) you are agreeing to these terms on behalf of the company or legal entity.

1. AMENDMENTS AND YOUR CONSENT

- 1.1. APPSeCONNECT reserves the right to amend, modify, or update this ToU at any time, subject to providing a minimum of thirty (30) days’ prior notice. Any such changes, whether by way of addition, deletion, or alteration will be communicated to users via a prominent banner on the appse ai website and, where feasible, through email notifications via the Authorized Email ID.
- 1.2. If any change materially affects your rights or obligations, you will be required to provide express consent to the revised ToU through a renewed click-wrap agreement. If you do not accept the revised ToU, your license and access to the appse ai platform will be temporarily suspended. If consent is not received within thirty (30) days from the date of suspension, your license will be deemed automatically revoked. During this period, reasonable reminders may be issued.
- 1.3. Changes to the ToU will not apply retroactively unless specifically stated. Continued use of appse ai following the effective date of the updated Terms without providing consent will be deemed a material breach and may result in suspension or termination of your access to the platform.
- 1.4. Any new features, upgrades, updates, patches, enhancements, or extended services including those made available under custom agreements will be subject to your acceptance of the updated ToU through a valid legal mechanism, such as a renewed click-wrap consent or an applicable agreement executed through authorized means.
- 1.5. We encourage all users to periodically review the latest version of the Terms of Use available on the Website to remain informed of their rights and obligations.

2. appse ai LICENSE

- 2.1. Access to and use of the appse ai platform, whether through cloud-hosted or hybrid deployment options, is granted under a limited, non-transferable, non-exclusive, and revocable license, solely for the duration of the Active Subscription period, and only upon payment of the applicable

subscription fees, where relevant. This license is intended solely for internal business use by the subscribing individual or organization and shall not be used for resale, sublicensing, or any other unauthorized commercial exploitation.

- 2.2. The license is granted for the express purpose of allowing users to utilize the features and functionalities of appse ai in accordance with these Terms of Use and is strictly limited to the business operations of the registered subscriber.

3. FREE TIER

- 3.1. appse ai offers a Free Tier to new users, allowing limited access to platform features without any obligation to submit payment or credit card details. This Free Tier includes a predefined number of tasks per month to help users evaluate the platform. Once the allocated quota is exhausted, users will be prompted to upgrade to a paid plan. The Free Tier resets monthly and is intended solely for evaluation and limited use, not for executing complete business cycles.
- 3.2. Customized or premium feature access is not available under the Free Tier and requires enrollment in a Paid Subscription.
- 3.3. To continue accessing appse ai beyond the Free Tier limitations, users must upgrade to one of the available paid plans by subscribing through the customer portal on appse ai. All Paid Subscriptions are personal, non-assignable, and non-exclusive, and require advance, non-refundable payment for the selected billing cycle (monthly or annual).

4. LICENSE TO USE appse ai's COPYRIGHTED MATERIALS

- 4.1. APPSeCONNECT grants each active subscriber of the appse ai platform a revocable, limited, personal, non-transferable, and non-exclusive license to access and use its copyrighted materials, which may include Documentation, training content, user guides, interface visuals, and other proprietary resources made available through the platform.
- 4.2. This license is granted solely for internal business purposes in connection with the subscriber's authorized use of appse ai and shall not be used for any other purpose without the prior written consent of APPSeCONNECT. Redistribution, modification, reproduction, or public display of such materials, whether in part or in full is strictly prohibited unless expressly permitted in writing by authorized APPSeCONNECT representatives.
- 4.3. Any misuse, unauthorized disclosure, or exploitation of these materials will constitute a material breach of these Terms and may result in suspension or termination of your access to the platform and associated resources.

5. DEFINITIONS

- 5.1. For the purpose of this Terms of Use, the following terms shall have the meanings set forth below. Capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the body of this Agreement.
- 5.2. “**Active Subscription**” or “**Paid Subscription**” refers to when a user has paid in advance for the selected appse ai plan. Upon expiry of the subscription term, if not renewed, the user will retain limited login access to their account for renewal purposes only, for a period of 90 days. During this grace period, the account will be suspended and inaccessible for regular use. If not renewed within this timeframe, the account will be deactivated and associated data may be deleted in accordance with the data retention policy.
- 5.3. “**Adapter**” refers to when a compiled software module built using appse ai's public API that facilitates bi-directional data exchange between third-party applications and appse ai. Adapters operate through a generalized agent and support data filtering, transformation, and transmission operations.
- 5.4. “**Agreement**” refers to this Terms of Use, accepted by the user via a click-wrap contract, as may be updated on the official appse ai website.

- 5.5. “**Annual Maintenance (Standard)**” refers to standard support and maintenance provided to users with an Active Subscription, including bug fixes, patches, and updates to core and add-on features as per the applicable SLA. Implementation support or upgrades requiring significant effort may incur additional Charges.
- 5.6. “**Authorized Email ID**” refers to support@appse.ai and any email originating from such email ID shall be considered as originating from the authorized email ID of APPSeCONNECT.
- 5.7. “**Charges**” refers to all monetary fees, exclusive of applicable taxes, payment gateway fees, penalties, or government levies. All additional costs are to be borne by the subscriber.
- 5.8. “**Payment Disputes & Refunds**” refers to any formal objection raised by you regarding invoiced amounts.
- 5.9. “**Chargeable Support**” refers to support services, which may be subject to additional charges, which include:
 - 5.9.1.Environment/server changes;
 - 5.9.2.Software version upgrades (ERP, CRM, eCommerce);
 - 5.9.3.Configuration errors originating on the user's end;
 - 5.9.4.New patch installations;
 - 5.9.5.Field mapping changes; and
 - 5.9.6.Requests for additional functionality.
- 5.10. “**Designated Unit**” refers to each individual machine or endpoint authorized to access the appse ai account under a valid license.
- 5.11. “**Documentation**” refers to all proprietary technical, user-facing, or administrative documents made available by APPSeCONNECT for use with appse ai, including manuals, release notes, and usage guidelines.
- 5.12. “**Implementation**” refers to the process of deploying and configuring appse ai in a user’s environment, where applicable. APPSeCONNECT personnel may conduct implementation only under supervision and with access controls managed by the user. Direct access to ERP systems by APPSeCONNECT is excluded unless separately authorized.
- 5.13. “**APPSeCONNECT**” refers to APPSeCONNECT Corp., the legal entity owning and operating appse ai, and includes its affiliates, successors, and authorized agents.
- 5.14. “**Account**” refers to the account created on the appse ai platform, required for both Free and Paid usage. If any account data is found to be false or fraudulent and remains uncorrected after 21 days of notice, the account and associated license may be terminated.
- 5.15. “**Services**” refers and includes the features and functionalities of the appse ai platform, support services, **Chargeable Support**, training, connectors, and advisory services provided to users.
- 5.16. “**Modification**” refers to any change made to the software source code or functionality using appse ai’s tools or intellectual property, excluding authorized extensions.
- 5.17. “**Proprietary Information**” refers to and includes any proprietary, non-public information related to appse ai, including software code, Documentation, architecture, technical methodologies, and user-specific configuration data, excluding publicly available or independently developed content.
- 5.18. “**Release**” refers to a versioned software distribution of appse ai identified by a unique release code and feature set, supported for a defined maintenance period.
- 5.19. “**Software**” refers to the appse ai platform, including all versions, components, Releases, and derivative works.
- 5.20. “**Third-Party Database**” refers to the proprietary databases integrated with appse ai, either licensed via APPSeCONNECT or directly through external vendors.
- 5.21. “**Technical Support**” & “**Extended Technical Support**” refers to the technical support provided for manufacturing defects, bugs, and synchronization errors, when reported within 15 days of Implementation. Extended Support, outside standard SLA terms or involving user-side faults, is chargeable. Acceptance of Extended Support requests is subject to resource availability.

- 5.22. “Websites” refers to and includes all official websites of APPSeCONNECT and appse ai, including but not limited to www.appseconnect.com.
- 5.23. “You” refers to any user, entity, company, affiliated partner of APPSeCONNECT, or any other legal entity accessing or using appse ai Services or intellectual property, regardless of subscription status.

6. ACCOUNT ELIGIBILITY AND RESPONSIBILITIES

- 6.1. You must be at least 16 years of age to register for and use appse ai.
- 6.2. To create an appse ai Customer Account, you must provide accurate and complete information including your full name, designation, organization name, registered business ID, business address, official email, and Website. appse ai may request additional details to verify your identity or complete the onboarding process.
- 6.3. You are solely responsible for maintaining the confidentiality of your login credentials. appse ai shall not be liable for any unauthorized access or loss resulting from your failure to secure your account.
- 6.4. appse ai may contact you via the Authorized Email ID regarding your account, platform updates, security notices, or service-related matters.
- 6.5. You are responsible for all actions, content, and activities associated with your account, including those carried out by others using your credentials.

7. GRANT OF LICENSE

7.1. Scope

- 7.1.1. Subject to these Terms, APPSeCONNECT grants you a personal, non-exclusive, non-transferable, subscription-specific license to use the APPSeCONNECT iPaaS, Documentation, and related proprietary materials solely for your internal operations and/or training of your organizational personnel. This license does not permit sublicensing, reselling, or external commercial use. Business partners may be given screen access solely in support of your use as outlined under the terms of this Agreement.

7.2. Designated Use

- 7.2.1. The Software must be used solely on designated hardware environments explicitly approved by appse ai through official correspondence. Shared access or use across unrelated entities or organizations is strictly prohibited. Integration or access must occur only through authorized interfaces provided or approved by appse ai.
- 7.2.2. Any software modules developed using appse ai’s public APIs to enable bi-directional data exchange with third-party systems must function within the authorized agent framework and comply with appse ai’s integration architecture. These modules may support operations such as data filtering, transformation, and transmission between applications, where transformation involves the automated conversion of data formats using downloadable scripts provided by appse ai middleware. Such modules must not be designed or used in a way that replicates or bypasses core platform functionality, extends the platform in unauthorized ways, or compromises security or system integrity.

7.3. Infrastructure & Refund Waiver

- 7.3.1. You must ensure the availability of appropriate infrastructure (hardware, networking, etc.) for development, testing, and Implementation. APPSeCONNECT and its partners are not liable for project failure due to your inability to provide such infrastructure. All payments, whether for license, **Chargeable Support**, or services shall be non-refundable.

7.4. User Responsibility

- 7.4.1. Implementation and support services, including **Chargeable Support** involve advisory input from APPSeCONNECT experts. Execution of such advice is at your sole discretion. A designated representative, preferably from senior management, must oversee all services.

- 7.4.2. You are solely responsible for reviewing, validating, and approving all workflow logic, automation rules, integration mappings, and system configurations (downloaded from the appse ai marketplace or created by You, or created or configured on your behalf by any business partner of APPSeCONNECT or appse ai or other third party acting at your direction) prior to deploying them in any operational or production environment. APPSeCONNECT shall not be responsible for any consequences, including data loss, data corruption, erroneous transactions, or business disruption, arising from the automated execution of workflows or configurations that have not been adequately reviewed and approved by you.
- 7.4.3. You acknowledge that automated workflows, integration rules, and scheduled tasks configured within the Platform may execute automatically without manual intervention once activated. You are solely responsible for implementing appropriate monitoring mechanisms, approval checkpoints, and operational safeguards to oversee the execution of such automated workflows (downloaded from the appse ai marketplace or created by You, or created or configured on your behalf by any business partner of APPSeCONNECT or appse ai or other third party acting at your direction). APPSeCONNECT shall not be liable for any unintended consequences, data errors, or business disruption resulting from the unsupervised or unmonitored execution of automated workflows configured under your account.
- 7.4.4. All workflow executions, automation rules, and data integration operations performed through the Platform (downloaded from the appse ai marketplace or created by You, or created or configured on your behalf by any business partner of APPSeCONNECT or appse ai or other third party acting at your direction) are based solely on the rules, configurations, and parameters defined by you. APPSeCONNECT Corp. does not make independent business decisions, exercise editorial judgment, or determine the logic of any workflow or automation on your behalf. Any business outcome resulting from the execution of customer-defined workflows is solely your responsibility.
- 7.5. License Modifications**
- 7.5.1. APPSeCONNECT reserves the right to modify license or subscription terms prospectively upon renewal. Such changes will be notified at least 30 days in advance and will apply only after the initial Active Subscription period.
- 7.6. Audit & Verification**
- 7.6.1. APPSeCONNECT may audit your use of the Software annually to ensure compliance. Any underpaid fees discovered must be paid within 30 days based on prevailing pricing. Continued use of the Software or appse ai Services requires full payment.
- 7.7. Business Partner Access**
- 7.7.1. Business partners may access the Software only if:
- 7.7.1.1. You take full responsibility for their actions.
 - 7.7.1.2. You indemnify APPSeCONNECT from any loss or breach caused by such partners.
 - 7.7.1.3. No unauthorized export of Proprietary Information occurs.
- 7.7.2. APPSeCONNECT shall not be liable for data loss or system damage resulting from such access.
- 7.7.3. Where any business partner of APPSeCONNECT or appse ai, or any other third party, designs, builds, configures, deploys, or maintains workflows, automation rules, integration mappings, connectors, or system configurations for you or on your behalf, such business partner or third party acts solely as your service provider and at your direction, and not as agent of APPSeCONNECT for such purpose. You remain solely responsible for reviewing, validating, testing, and approving all such workflows and configurations in accordance with Clause 7.5 before deployment in any operational or production environment, and APPSeCONNECT shall have no liability for the design, logic, business rules, accuracy, or outcomes of any workflow or configuration created by a business partner or third party, regardless of whether that business partner was introduced, referred, certified, or

recommended by APPSeCONNECT. Your engagement of any business partner or third party for implementation, configuration, or workflow-building services is governed by a separate agreement between you and that party, and APPSeCONNECT is not a party to, and assumes no obligations under, any such arrangement unless expressly agreed in writing by an authorized representative of APPSeCONNECT.

7.8. No Payment Disputes & Refunds

7.8.1. All payments made under this Agreement, including those for trials, Implementation, onboarding, or **Chargeable Support** services, are strictly non-refundable. You are encouraged to undertake a paid trial, especially for complex setups, before committing to an Active Subscription. No claims regarding product utility will be entertained after purchase.

7.8.2. Any billing disputes must be raised before the payment due date. If appse ai determines that the dispute is valid, a credit memo may be issued; invoices will not be modified retroactively. Refunds, if any, are at the sole discretion of appse ai and may only be issued as platform credits. appse ai is under no obligation to offer cash refunds or extend credit terms under any circumstances.

8. PAYMENT AND ACCESS

8.1. Subscription Fees

8.1.1. You agree to pay all applicable subscription fees for access to appse ai in advance as per the pricing plan selected. Pricing plans may include monthly, annual, 3-year, or 5-year terms, with applicable discounts offered for longer-term commitments. Subscription fees cover access to the appse ai platform only and exclude Implementation, onboarding, Chargeable Support or any premium or extended services, which shall be separately chargeable, if availed.

8.1.2. Unpaid amounts shall accrue interest at the rate of 1% per month or USD 50 per month, whichever is higher, until fully paid up, subject to any applicable legal limits.

8.2. Taxes

8.2.1. All fees stated are exclusive of applicable taxes. You shall be responsible for all central, state, local, or international taxes, levies, or duties applicable in connection with the Active Subscription and use of appse ai, excluding taxes based solely on appse ai's income. If any such tax, payable by you, for your use of appse ai, is imposed on APPSeCONNECT, you shall be liable to reimburse the same to APPSeCONNECT. You hereby agrees to indemnify appse ai for any taxes, penalties, or related costs incurred due to non-payment by you.

8.3. Account Expiry and Renewal

8.3.1. Your data shall be retained for up to 90 days following the expiry or suspension of the appse ai Account. Renewal during this period will restore access without requiring reinstallation.

8.3.2. If you renew the subscription after the renewal window mentioned in sub-clause 8.3.1., then you must pay for the lapsed duration to restore the data continuity, as data generated during the inactive period may require synchronization post-renewal.

8.3.3. If you do not wish to sync data from the lapsed period, you must opt for a fresh installation, which shall require payment of applicable installation/setup Charges. A new account shall be created, and historical data from the previous account may not be retained, unless otherwise agreed in writing by an authorized representative of APPSeCONNECT.

8.4. Suspension and Data Access

8.4.1. Failure to renew the Active Subscription by the expiry date shall result in suspension of your appse ai Account. During suspension, you may log in and make the payment to renew, but access to data and functionality shall remain disabled until renewal is successfully completed.

8.5. Overdue Invoices

8.5.1. All undisputed invoices unpaid beyond 30 days from the invoice date, or 30 days from the resolution date in the case of disputed invoices, shall incur a late payment charge of 1% per month or USD 50, whichever is higher, until the full settlement is made.

8.6. Successors and Assigns

8.6.1. These terms shall be binding upon you and your legal representatives, successors, and permitted assigns.

9. MODIFICATIONS TO SERVICES AND FEES

- 9.1. appse ai reserves the right to modify, enhance, suspend, or discontinue any part of the Platform or its features, tools, or services at its sole discretion. In case of any material change that may affect existing functionality, a prior notice of thirty (30) days will be provided to active subscribers via the Authorized Email ID or in-app communication.
- 9.2. Subject to sub-clause 9.4., appse ai may revise its subscription fees, pricing tiers, or billing structure from time to time. Any change in pricing will be communicated at least thirty (30) days in advance and shall be effective upon the next renewal or billing cycle. Notifications of such changes will be provided either on the Website or through direct communication to your registered contact.
- 9.3. Subject to sub-clause 9.4, appse ai reserves the right to introduce new pricing models or modify or withdraw existing pricing models as necessary to align with its product evolution, market strategy, or regulatory compliance. In such cases, you shall be notified thirty (30) days in advance of the effective date of the change. The new model shall apply from the next billing cycle unless otherwise specified.
- 9.4. Notwithstanding sub-clause 9.2, appse ai may, at its sole discretion, permit you to continue on your then-current pricing plan for a period of up to three (3) years from the commencement date of your first Active Subscription. The subscription fees payable by you shall not be increased during the first Active Subscription. Upon expiry of the first Active Subscription, appse ai may increase the subscription fees payable in respect of each subsequent renewal term by an amount not less than ten percent (10%) and not more than twenty percent (20%) of the subscription fees applicable in the immediately preceding subscription term. Any such increase shall be notified to you not less than thirty (30) days prior to the applicable renewal date and shall take effect from the commencement of the next renewal term.

10. PROPRIETARY RIGHTS

- 10.1. appse ai, including all associated trade secrets, Third-Party Database, Software, technology, systems, interfaces, design elements, Documentation, and branding, workflow logic, automation structures, integration mappings, connector configurations, AI agent behavior and instructions, and any associated data models or templates, is the exclusive property of APPSeCONNECT Corp. and/or its assigns, subsidiaries or licensors. All intellectual property rights, including copyrights, trademarks, trade secrets, and patents, are and shall remain solely with APPSeCONNECT.
- 10.2. You shall not, directly or indirectly:
 - 10.2.1. copy, reproduce, republish, download, post, transmit, distribute, modify, create derivative works from, or publicly display any part of the Platform, its features, user interface, algorithms, or content, except as expressly permitted;
 - 10.2.2. reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code, architecture, underlying structure, ideas, know-how, or algorithms related to the Platform or any software, data, or Documentation provided in connection therewith;
 - 10.2.3. remove, obscure, or alter any proprietary notices, trademarks, logos, brand features, or labels contained on or within the Platform;
 - 10.2.4. use the Platform, or any component thereof, for the purpose of building or offering a competitive product or service, or for benchmarking or competitive analysis and this prohibition expressly includes replicating or reconstructing workflow logic, automation structures, integration mappings, or AI agent configurations for use in any competing or independently operated product or service;

- 10.2.5. access or use the Platform in any manner that could damage, disable, overburden, impair, or compromise appse ai's systems or security, or interfere with other users;
- 10.2.6. attempt to gain unauthorized access to any portion or feature of the Platform, its related systems, or networks connected to the Platform, by hacking, password mining, or any other illegitimate means; or
- 10.2.7. use any robot, spider, scraper, or other automated means to access the Platform for any purpose without the prior written consent from appse ai.
- 10.3. appse ai does not claim ownership over the content, data, or materials ("**Customer Content**") you upload or integrate through the Platform. You retain all intellectual property rights in your Customer Content. However, by using the Platform, you grant appse ai a limited, non-exclusive, royalty-free license to process, transmit, host, and display your Customer Content solely as necessary to provide the Services. appse ai may, with your consent, access your account or content for Technical Support, Chargeable Support, diagnostics, or Implementation purposes. If you choose to upload, transmit, or process any data through the appse ai platform, you are solely responsible for ensuring that such data does not contain any sensitive, confidential, or regulated information, including but not limited to personal data regulated under GDPR, CCPA, or similar privacy laws, protected health information under HIPAA, or financial data regulated under PCI-DSS. You must review and verify all data before uploading it to the platform. APPSeCONNECT shall not be liable for any consequence arising from your failure to conduct such verification.
- 10.4. Each party may have access to the other party's confidential or Proprietary Information. Both parties agree to treat such information with the same degree of care as their own confidential information, and not less than reasonable care.
- 10.5. Disclosure is permitted only to employees, agents, or affiliates who require access for performance under this Agreement, and only under obligations of confidentiality. No Proprietary Information may be disclosed to any third party without the prior written consent of the other party and/or unless required by law or directed by a court of law.
- 10.6. You shall not modify, adapt, or create derivative works of the appse ai platform or any portion thereof. Any unauthorized modifications, enhancements, or derivative works created by or on behalf of you shall be deemed to be the sole and exclusive property of APPSeCONNECT. You shall promptly disclose and assign any such rights, including source code or technical specifications, to APPSeCONNECT upon request.
- 10.7. All terms in this clause shall survive any termination or expiration of this Agreement.

11. PERFORMANCE WARRANTY

- 11.1. APPSeCONNECT warrants that the appse ai Platform will perform in all material respects in accordance with the applicable Documentation when used in a normal and authorized manner during an active subscription. If the Platform fails to conform to the Documentation, APPSeCONNECT will, as your sole remedy and APPSeCONNECT's sole obligation under this warranty, use commercially reasonable efforts to investigate and promptly correct the non-conformity. This warranty does not apply to issues caused by (i) use of the Platform in a manner inconsistent with the Documentation or these Terms; (ii) third-party systems, APIs, networks, or services outside APPSeCONNECT's control; or (iii) modifications, configurations, or interference introduced by you or any unauthorized third party.
- 11.2. Except for the limited warranty above, the Platform and all related services are provided "as is" and "as available", and APPSeCONNECT disclaims all other warranties, whether express, implied, or statutory, including any implied warranties of merchantability, fitness for a particular purpose, title, or non-infringement. APPSeCONNECT does not warrant that the Platform will be uninterrupted, error-free, secure, or that all defects will be corrected. Minor errors or issues that do not materially impair core functionality are excluded from warranty coverage.
- 11.3. The Platform may provide AI-driven summaries, insights, or other automated results ("**AI Output**"). You acknowledge that AI outputs are probabilistic and non-deterministic in nature,

meaning that identical inputs may produce different outputs, and outputs may be inaccurate, incomplete, outdated, or unsuitable for your intended purpose. APPSeCONNECT does not warrant the accuracy, completeness, reliability, or usefulness of any AI Output and shall have no liability for decisions made or actions taken in reliance on such results. You must independently validate all AI Output before relying on it for any operational, business, legal, or financial purpose.

- 11.4. The Platform relies on third-party systems and APIs that may change, limit, or discontinue without notice. Your continued access to certain features may depend on maintaining compatible third-party accounts, updated configurations, and an active subscription. Any disruption or loss of functionality resulting from third-party actions, subscription lapse, or your internal system environment is outside the scope of this warranty. You acknowledge that failures, outages, rate-limiting, deprecations, or behavioral changes in third-party systems and APIs, including but not limited to Shopify, SAP, Salesforce, and similar enterprise platforms, may manifest within the appse ai platform as errors, synchronization failures, or service interruptions that may appear to originate from appse ai. APPSeCONNECT shall bear no responsibility for such failures or their downstream effects. In such cases, no refund, credit, or compensation shall be due, and APPSeCONNECT's sole obligation shall be to provide commercially reasonable assistance in diagnosing and communicating the root cause, subject to the terms of your applicable support plan.
- 11.5. This Clause 11 survives termination or expiration of the Agreement to the extent necessary to give effect to the warranty limitations and disclaimers contained herein.

12. INDEMNIFICATION

- 12.1. APPSeCONNECT shall indemnify, defend, and hold you harmless from and against any third-party claim, demand, suit, or proceeding ("**Claim**") alleging that your authorized use of the appse ai platform directly infringes or misappropriates any valid intellectual property right (e.g., patent, copyright, or trade secret) of such third party, provided that:
- 12.1.1. you promptly notify APPSeCONNECT in writing of the Claim;
- 12.1.2. APPSeCONNECT has sole control over the defense and settlement of the Claim (provided no settlement imposes any liability or obligation on you without your prior written consent); and
- 12.1.3. You reasonably cooperate in the defense at APPSeCONNECT's sole expense.
- 12.2. APPSeCONNECT shall have no obligation under this Clause 12, to the extent the Claim arises from:
- 12.2.1. your use of the appse ai platform in combination with any third-party software, systems, or data not provided or authorized by APPSeCONNECT;
- 12.2.2. modifications to the platform not made or authorized by APPSeCONNECT;
- 12.2.3. use of the platform in violation of this Agreement or applicable law; or
- 12.2.4. any content or data provided by you.
- 12.3. If your use of the appse ai platform is, or in APPSeCONNECT's opinion is likely to become, subject to a Claim of infringement, APPSeCONNECT may, at its sole discretion and expense:
- 12.3.1. procure your right to continue using the platform;
- 12.3.2. replace or modify the platform to make it non-infringing while retaining materially equivalent functionality; or
- 12.3.3. if neither (a) nor (b) is commercially feasible, terminate the affected services and refund any prepaid, unused subscription fees.
- 12.4. You hereby agree to indemnify, defend, and hold harmless APPSeCONNECT from and against any third-party claims arising out of or related to:
- 12.4.1. your breach of this Agreement;
- 12.4.2. your use of the platform in violation of applicable law or third-party rights; or
- 12.4.3. your provided content or data.
- 12.5. This Clause 12 shall survive termination or expiration of this Agreement.

13. LIMITATIONS OF LIABILITY

- 13.1. Your sole and exclusive remedies for any loss or damage arising out of or in connection with appse ai, whether due to APPSeCONNECT's negligence or breach, shall be limited, at APPSeCONNECT's option, to one of the following:
 - 13.1.1. correcting or re-performing the affected portion of the Services;
 - 13.1.2. providing a workaround to achieve materially equivalent functionality; or
 - 13.1.3. refund of the prepaid, unused portion of the fees attributable to the affected Services.
- 13.2. APPSeCONNECT shall have no responsibility or liability for any issue arising from:
 - 13.2.1. your use of the appse ai platform contrary to the Documentation;
 - 13.2.2. modifications or integrations not authorized by APPSeCONNECT;
 - 13.2.3. use with unsupported or incompatible systems, including third-party platforms (e.g., ERP, CRM, eCommerce);
 - 13.2.4. acts or omissions committed by you or third parties; or
 - 13.2.5. force majeure or events beyond APPSeCONNECT's control.
- 13.3. You shall not make changes to the operating environment of appse ai, such as updating connected systems like ERP, CRM, or eCommerce platforms, without prior coordination with APPSeCONNECT. Failure to do so may result in data loss, integration issues, or service malfunction, for which APPSeCONNECT shall not be liable.
- 13.4. If such issues arise, APPSeCONNECT may, at its discretion, assist you to restore operations. Any such support may be chargeable as per APPSeCONNECT's prevailing support terms or hourly support package.
- 13.5. You agree to comply with all applicable export control laws and regulations, including those of the United States, in connection with the use of appse ai. You shall provide any certifications or documentation as reasonably required by relevant authorities.
- 13.6. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL APPSeCONNECT, ITS AFFILIATES, LICENSORS, OR PARTNERS BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, BUSINESS INTERRUPTION, DATA LOSS, OR GOODWILL; OR ANY AMOUNT EXCEEDING THE RECURRING SUBSCRIPTION FEES ACTUALLY PAID BY YOU TO APPSeCONNECT FOR THE appse ai PLATFORM IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.
- 13.7. Except as expressly stated herein, you assume full responsibility for your use of the appse ai platform. APPSeCONNECT's liability shall be nil in cases where the loss arises from reasons beyond its control or from your own misuse, negligence, or unauthorized actions.
- 13.8. Each limitation or exclusion of liability in this clause is intended to be severable and independently enforceable.
- 13.9. This Clause 13 shall survive the termination or expiration of this Agreement.

14. MAINTENANCE

- 14.1. Annual Maintenance and support for the appse ai platform shall be provided by APPSeCONNECT or its authorized service partners ("**Authorized Support Partners**") under separate terms executed with you. It is your responsibility to ensure that such maintenance arrangements are in place from the effective date of this Agreement, either directly with APPSeCONNECT or an Authorized Support Partner, where available.
- 14.2. You hereby acknowledge that failure to subscribe to APPSeCONNECT's Annual Maintenance and support services may limit APPSeCONNECT's ability to identify, prevent, or resolve issues, which could adversely affect platform performance. In such cases, APPSeCONNECT shall not be liable for:
 - 14.2.1. performance deficiencies;

- 14.2.2. data loss or integration errors;
- 14.2.3. refund of license or subscription fees; or
- 14.2.4. any form of monetary or non-monetary compensation.
- 14.3. Without an active support plan of appse ai, you may not be eligible to receive technical assistance or updates.
- 14.4. APPSeCONNECT may engage subcontractors to provide support or Annual Maintenance services under this Agreement. Such subcontractors may be granted remote access to your data, including your confidential data and personally identifiable data (“**Customer Data**”) solely to the extent necessary to fulfill their obligations and they shall always provide their services under your supervision. Subcontractors are bound by APPSeCONNECT’s internal security and confidentiality policies and are prohibited from using Customer Data for any other purpose.
- 14.5. APPSeCONNECT shall remain fully responsible for the acts or omissions of its subcontractors as if they were its own employees, including ensuring compliance with all applicable terms of this Agreement.

15. CANCELLATION AND TERMINATION

- 15.1. You may cancel your Active Subscription to appse ai at any time by deactivating your account through the Account Settings section in the Admin Console. Upon deactivation, your access to the appse ai Platform and related services shall immediately terminate, even if your Active Subscription term is ongoing. No refunds shall be issued for unused portions of the term. Your data will be retained for ninety (90) days post-cancellation, after which it may be permanently deleted, unless otherwise agreed in writing by the authorized representative of APPSeCONNECT.
- 15.2. Account cancellation will be considered valid only when completed through the in-platform deactivation process. Cancellation requests sent via email, phone, or other means will not be recognized as official and will not result in termination of your Active Subscription.
- 15.3. While you may cancel your account at any time, you remain liable for all Charges accrued up to the next billing or renewal cycle. No refunds will be issued for early termination. However, your account will not renew thereafter, and no additional Charges will apply post-deactivation.
- 15.4. APPSeCONNECT reserves the right to:
 - 15.4.1. modify, suspend, or permanently discontinue access to appse ai (in whole or in part);
 - 15.4.2. suspend or terminate your account, content, or access to services due to violation of this Agreement, applicable policies, or legal obligations;
 - 15.4.3. take down or delete any data uploaded in violation of our terms; or
 - 15.4.4. restrict usage where required by law or legal order.
- 15.5. Such action may be taken with or without prior notice, depending on the nature of the violation.
- 15.6. In case of suspected breach of terms, APPSeCONNECT may issue a notice requiring you to respond within a period of 30 days. Failure to provide a satisfactory explanation may result in account termination. However, in cases involving fraud, abuse, intellectual property violation, or unlawful activities, APPSeCONNECT may terminate access immediately without prior notice, and may refer the matter to appropriate authorities.
- 15.7. APPSeCONNECT may discontinue appse ai or specific features by providing a minimum two (2) months' notice under the following scenarios:
 - 15.7.1. Obsolescence due to technology or market changes;
 - 15.7.2. Merger or product consolidation within the APPSeCONNECT ecosystem;
 - 15.7.3. Corporate dissolution or cessation of business; or
 - 15.7.4. Termination of a specific connector or feature due to third-party dependency or technological incompatibility.
- 15.8. In such cases, APPSeCONNECT shall have no obligation to provide access to any source code, backend systems, or proprietary architecture of the appse ai platform. APPSeCONNECT

may, at its sole discretion, provide reasonable transitional assistance, including access to data export tools or migration guidance, to assist you in retrieving your Customer Content prior to discontinuation. Any such assistance shall be subject to a separately agreed scope and shall not be construed as a continuing obligation on APPSeCONNECT.

- 15.9. Violation of APPSeCONNECT's intellectual property rights, including, without limitation, misuse of code, unauthorized replication, or brand infringement, will result in immediate suspension or termination without refund and may lead to legal proceedings under applicable laws. APPSeCONNECT may act upon substantial evidence even in the absence of confirmed intent or direct admission.
- 15.10. You are solely responsible for keeping your contact details, including email, business address, and authorized representatives' names, up to date. Failure to do so may affect service continuity and legal notifications.
- 15.11. All communications, including notices and service of process, sent to the email address registered in your appse ai Account will be deemed duly delivered and binding. In case of change in such email address, the same must be updated within a period of fifteen (15) days in the appse ai Account.

16. USE OF APPSE AI LLM (IN-APP AI FEATURE)

- 16.1. You acknowledge and agree that appse ai provides an optional in-platform artificial intelligence feature (“**appse ai LLM**”) that enables the execution of AI-powered actions within workflows. appse ai LLM operates by routing your prompts, inputs, workflow data, and other content you choose to submit to one or more third-party large language model providers (including, but not limited to, OpenAI, Google, Anthropic, DeepSeek, and similar providers) through appse ai's backend systems.
- 16.2. appse ai LLM is not a proprietary model, and appse ai does not control, monitor, or guarantee the behavior, output, retention practices, or data-handling processes of any third-party LLM provider. Your use of appse ai LLM constitutes your acknowledgment that such data may be processed by these external AI systems under their own independent terms and policies. appse ai makes no representations or warranties regarding the accuracy, legality, reliability, or suitability of any AI-generated output. You further acknowledge that AI outputs may change over time as a result of updates to underlying models, changes in provider behavior, or modifications to training data, and that APPSeCONNECT has no control over, and accepts no responsibility for, any such changes or their effect on your workflows or business operations.
- 16.3. Use of appse ai LLM is entirely optional. If you do not wish for your content to be processed by third-party LLMs, you may disable the feature and instead connect your own API keys directly to your preferred AI provider. You are solely responsible for evaluating whether appse ai LLM or your chosen third-party provider meets your legal, security, and business requirements.
- 16.4. To the maximum extent permitted by law, appse ai disclaims all liability arising from:
 - 16.4.1. your use of appse ai LLM;
 - 16.4.2. any output, recommendation, or inference generated by the underlying third-party models;
 - or
 - 16.4.3. any act or omission of any third-party LLM provider.
- 16.5. By enabling or using appse ai LLM, you expressly assume all risks associated with the use of AI-powered features and agree that such use does not create any additional warranties, obligations, or guarantees on behalf of appse ai.
- 16.6. AI outputs generated through the appse ai LLM or any AI-powered feature of the Platform do not constitute, and shall not be construed as, financial, legal, accounting, operational, or any other form of professional advice. You should not rely on AI outputs as a substitute for consultation with qualified professionals. APPSeCONNECT expressly disclaims any liability arising from your reliance on AI outputs as professional guidance of any kind.

- 16.7. APPSeCONNECT does not use your Customer Content, prompts, workflow inputs, or any data processed through the Platform to train, fine-tune, or improve any AI model, whether proprietary or third-party, without your prior explicit written authorization. This restriction applies to APPSeCONNECT's internal use only. You acknowledge that third-party LLM providers to whom your prompts are routed may have their own data usage and retention policies, and APPSeCONNECT has no control over such practices.

17. MISCELLANEOUS PROVISIONS

17.1. Merger & Acquisition

- 17.1.1. APPSeCONNECT and appse ai reserves the right to restructure through merger, acquisition, or other corporate changes. In such events, all rights and obligations under this Agreement will transfer to the successor entity. Similarly, if your company or legal entity or the company or legal entity you are affiliated with undergoes a change in control or corporate structure (e.g., merger, acquisition, or reorganization), your rights and obligations under this Agreement will continue, provided the deployment environment of appse ai remains unchanged and the successor agrees in writing to be bound by this Agreement and any related documents (e.g., SLA, SOW). Following such a restructuring, the successor entity may modify the terms of usage of this Agreement and will notify users of any such changes. Notwithstanding any such modification, users' obligations under this Agreement shall remain unchanged.
- 17.1.2. Licenses granted under this Agreement are non-transferable and may not be rented, sub-licensed, or assigned to any other entity, including affiliates, without the prior written consent from appse ai.

17.2. Assignment

- 17.2.1. This Agreement may not be assigned by you without appse ai's prior written consent. appse ai may subcontract obligations or assign this Agreement in whole or part to any affiliate or successor without notice, provided such assignment does not materially reduce your rights.

17.3. Governing Law and Jurisdiction

- 17.3.1. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas, USA, without regard to its conflict of law principles. All disputes shall be subject to the exclusive jurisdiction of the courts in Texas, USA, except for injunctive or equitable relief for intellectual property violations, which may be sought in any appropriate jurisdiction.

17.4. Third-Party Claims

- 17.4.1. Each party shall promptly notify the other of any third-party claim. The indemnifying party will have sole control over the defense and settlement of such claim (subject to applicable legal limitations), and the other party shall provide reasonable assistance at the indemnifying party's expense. This clause governs the parties' indemnity obligations in lieu of any statutory or common law indemnification rights.

17.5. Severability

- 17.5.1. If any provision of this Agreement is held to be invalid or unenforceable, the remainder shall remain valid and enforceable to the fullest extent permitted by law.

17.6. No Waiver

- 17.6.1. Failure by APPSeCONNECT to exercise any right or enforce any provision in this Agreement shall not constitute a waiver of such right or provision unless expressly stated in writing. These Terms of Use and the applicable SLA constitute the full agreement between you and APPSeCONNECT and supersede any prior agreements unless otherwise expressly referenced herein.

17.7. Publicity

- 17.7.1. Neither party may use the other's name, logo, or trademarks in marketing or publicity without prior written consent. However, appse ai may include your name and logo in general customer lists or marketing materials unless you request otherwise in writing.

17.8. Notices

- 17.8.1. All legal notices shall be in writing and sent to the respective parties' designated contact information, i.e., email address provided in the appse ai Account.

17.9. Force Majeure

- 17.9.1. Neither party shall be liable for delay or failure in performance (excluding payment obligations) due to events beyond its reasonable control, including acts of God, government actions, natural disasters, internet outages, or labor disputes. Time for performance shall be extended accordingly.

17.10. Entire Agreement

- 17.10.1. This Agreement, along with the Service Level Agreement and schedules and appendices, constitutes the complete and exclusive understanding between appse ai and you, superseding all prior communications, proposals, or agreements, whether oral or written. It may be modified only through a written instrument or a digitally accepted update authorized by both parties. Any conflicting terms in a purchase order or similar document provided by you shall be void and of no effect.

18. GENERAL DISCLAIMERS

- 18.1. Your use of the appse ai platform and related services, including all associated content, functionality, and information, is provided on an "as is" and "as available" basis. appse ai makes no warranties, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement. You assume full responsibility and risk for your use of the appse ai platform and services.
- 18.2. You shall not resell, sublicense, duplicate, reproduce, or exploit any part of the appse ai platform or services without express written authorization.
- 18.3. appse ai will maintain commercially reasonable administrative, physical, and technical safeguards to protect the security, confidentiality, and integrity of your data. These safeguards include encryption of content during transmission (e.g., via HTTPS/SSL), provided that you access the services through supported methods.
- 18.4. You agree not to use the appse ai platform or services to transmit any viruses, malware, or other malicious code or content.
- 18.5. appse ai makes no representations or warranties regarding:
- 18.5.1. your ability to access or use the platform and services;
 - 18.5.2. your satisfaction with the platform;
 - 18.5.3. the platform being error-free, uninterrupted, or always available;
 - 18.5.4. the accuracy or reliability of any calculations or outputs generated; or
 - 18.5.5. that identified bugs or errors will be corrected in all cases.
- 18.6. To the fullest extent permitted by applicable law, APPSeCONNECT, its affiliates, partners, agents, or licensors shall not be liable for any direct, indirect, incidental, consequential, special, exemplary, or punitive damages arising out of or related to your use of the platform or services, whether under the paid or free subscription model. Your sole and exclusive remedy in case of dissatisfaction is to discontinue use of the platform and request account deactivation.
- 18.7. appse ai may, but is not obligated to, remove content or suspend accounts that, in its sole discretion, are found to be unlawful, offensive, infringing, or otherwise in violation of these Terms of Use.
- 18.8. appse ai shall not be liable for any business loss, financial loss, or reputational damage suffered by a customer or user due to the Software malfunction, Implementation delays, or Technical Support delays.

- 18.9. appse ai is not liable for any disruptions or losses resulting from environmental conditions, third-party failures, or acts of God that may affect the functionality of the platform.
- 18.10. No monetary compensation shall be due for any business loss resulting from data synchronization errors. As with all evolving software, occasional issues may occur, and appse ai will take commercially reasonable steps to resolve such errors, provided you have an Active Subscription.
- 18.11. You are solely responsible for maintaining independent backups of all data, content, and configurations used in connection with the appse ai platform, and appse ai shall not be responsible for any data loss or damage arising from improper usage, unsupported environments, failure to follow the operational guidance provided in appse ai's official Documentation, or your failure to maintain adequate backups. The existence of any data retention practices by appse ai shall not relieve you of this obligation.
- 18.12. appse ai does not store or request access credentials to your third-party systems unless explicitly shared for Technical Support purposes. If such credentials are provided voluntarily for troubleshooting, you are advised to update them after the support session ends. You are solely responsible for securing your account credentials. appse ai shall not be liable for unauthorized access resulting from credential misuse or negligence.
- 18.13. appse ai may store and process the following data for internal analytics and customer support purposes:
- 18.13.1. Company name, website address;
 - 18.13.2. Contact details including name, email, and phone number;
 - 18.13.3. System metadata including computer name, public/private IP, and MAC address used to access appse ai;
 - 18.13.4. Timestamps and durations of synchronization activities; and
 - 18.13.5. Session logs and agent login metadata.
- 18.14. For any questions or concerns related to these Terms of Use or the applicable SLA, please contact us at: support@appse.ai, using the subject line: *"QUERY: appse ai TERMS OF USE"*.

SERVICE LEVEL AGREEMENT

This Service Level Agreement ("SLA") is entered into between APPSeCONNECT Corp., the provider of the appse ai and you and applies exclusively to the subscription-based services provided through the appse ai platform.

1. SCOPE OF SLA

- 1.1. This SLA defines the levels of service and support you can expect based on your subscription tier, being Free, Paid, or Enterprise, as more particularly described below. It outlines service performance standards, support channels, availability commitments, and the respective responsibilities of the parties.
- 1.2. The support entitlements described in this SLA are tied to your active tier and are valid only for so long as your subscription in that tier remains active and in good standing. This SLA does not override the Terms of Use or any other contractual document unless expressly stated herein. Where a conflict arises, this SLA prevails only with respect to the specific service parameters it covers.
- 1.3. appse ai is a product-led-growth ("PLG") platform. Self-serve access includes documentation, in-product guidance, and community resources and is the default support mechanism across all tiers. Human-assisted support is reserved for Paid and Enterprise Subscribers and, within those tiers, is triggered by defined severity levels and usage signals rather than by request alone.

2. **PURPOSE AND OBJECTIVES**

- 2.1. The purpose of this Agreement is to define the service parameters and mutual commitments between APPSeCONNECT Corp. and you for the provisioning, delivery, and support of the appse ai platform. *Note: Implementation services under this SLA do not include migration of pre-existing or historical data to appse ai; any such migration must be scoped and contracted separately.*
- 2.2. The objectives of this Agreement are to establish clear ownership and accountability for service delivery, provide a transparent and measurable description of support scope by tier, and align expectations between actual and anticipated performance.

3. **STANDARD SUPPORT COVERAGE**

3.1. **Free Tier.**

- 3.1.1. Free Tier users receive access to self-serve documentation and in-product tooltips (available 24x7) and the community forum. No human support channel such as chat, email, or phone is available under the Free Tier, and no response or resolution times apply.
- 3.1.2. APPSeCONNECT may, at its sole discretion, trigger automated in-product re-engagement prompts based on usage signals. This is provided for user convenience only and does not constitute a support obligation.

3.2. **Paid Tier.**

- 3.2.1. Paid Subscribers receive access to in-app chat and email support, available 24x5 (Monday to Friday, excluding public holidays), on an asynchronous basis.
- 3.2.2. First response to a support request is targeted within eight (8) hours, subject to the severity-based framework in Clause 4.
- 3.2.3. Paid Subscribers are covered under Severity Levels S3 through S6 of the matrix in Clause 4 only. Requests that in APPSeCONNECT's reasonable assessment constitute an S1 or S2 event will be handled on a best-efforts basis but do not carry a contractual response or resolution commitment at this tier.

3.3. **Enterprise Tier.**

- 3.3.1. Enterprise Subscribers are assigned a dedicated Customer Success Manager ("CSM") and receive access to a priority ticket queue, in addition to all Paid Tier channels, plus a dedicated phone line for urgent matters.
- 3.3.2. Support is available 24x5, with weekend escalation available for Severity 1 (S1) and Severity 2 (S2) issues only, at no additional charge.
- 3.3.3. First response is targeted within one to two (1–2) hours depending on severity, per the matrix in Clause 4.
- 3.3.4. Enterprise Subscribers are covered under the full S1–S6 matrix in Clause 4.
- 3.3.5. Enterprise Subscribers receive a Quarterly Business Review at the executive level.
- 3.4. If you are unable to find the answers you are looking for through the applicable channel for your tier, please contact us at support@appse.ai. For the most current description of tier inclusions, visit our Support Coverage webpage.

4. **SEVERITY, RESOLUTION AND RESPONSE MATRIX**

- 4.1. The following severity levels, and their associated response and resolution targets, apply only to Paid and Enterprise Subscribers as indicated. All time periods below are measured within 24x5 support hours (Monday–Friday, excluding public holidays) unless otherwise specified.

SEVERITY	DESCRIPTION	ILLUSTRATIVE EXAMPLE	RESPONSE TARGET	RESOLUTION TARGET	APPLICABLE TIERS
----------	-------------	----------------------	-----------------	-------------------	------------------

S1	Total service failure; no available workaround	Platform inaccessible; unable to log in	Within 1 hour	Work begins within 2 hours; targeted resolution within 4 hours	Enterprise only
S2	Serious disruption; workaround possible	Critical synchronization failure	Within 1 hour	Within 8 hours	Enterprise only
S3	Non-critical issue; workaround available	Non-critical sync failure	Within 2 hours	Within 5 business days	Paid and Enterprise
S4	Cosmetic, documentation, or logging issue	Documentation error	Within 4 hours	Targeted for next release	Paid and Enterprise
S5	General inquiry or how-to question	Training/usage question	Within 4 hours	Within 15 business days	Paid and Enterprise
S6	Enhancement request	Feature request	Within 4 hours	Within 15 business days (logged for roadmap consideration)	All tiers (logged only for Free)

- 4.2. Once opened, an S1 issue is worked without interruption by APPSeCONNECT until resolved; the 2-hour and 4-hour figures above describe when work begins and when resolution is targeted, respectively.
- 4.3. Resolution targets in this Clause are targets, not guarantees, and are provided on a reasonable-efforts basis. Resolution timing may vary depending on root cause, including where the issue originates from a third-party system, user-side configuration, or a dependency outside appse ai's control.

5. **POST GO-LIVE SUPPORT**

- 5.1. **Free Tier.** No dedicated onboarding is provided. Activation is supported through in-product flows and self-serve documentation only.
- 5.2. **Paid Tier.** Subscribers receive an automated onboarding email sequence following sign-up. Following go-live, ongoing support is provided per the Paid Tier channels and severity coverage in Clauses 3.2 and 4.
- 5.3. **Enterprise Tier.** Subscribers receive a dedicated onboarding call within forty-eight (48) hours of go-live, followed by regular check-ins during the initial post-go-live period, transitioning to the standard Enterprise cadence thereafter (including the Quarterly Business Review under Clause 3.3). The full S1 to S6 matrix under Clause 4 applies from go-live.

- 5.4. Terms and conditions relating to Support Services generally, including any tier-specific inclusions not detailed here, are set out on our Support Services webpage and are deemed incorporated into this Agreement by reference.

6. ESCALATION

- 6.1. An S1 or S2 ticket raised by an Enterprise Subscriber is escalated internally within appse ai for cross-functional review and, where warranted, a bridge call within two (2) hours of the ticket being raised.
- 6.2. appse ai may, at its discretion, proactively reach out to a Subscriber where usage or service signals indicate a material risk to continuity of service (for example, repeated synchronization failures within a short period). Such outreach is a courtesy and does not expand APPSeCONNECT's obligations under Clause 4.

7. FREE TIER AND TRIAL USERS

- 7.1. This SLA's response and resolution commitments do not apply to Free Tier users or to any user accessing appse ai under a free or paid trial. Such users are not entitled to any guaranteed service levels or support rights under this Agreement.
- 7.2. APPSeCONNECT may, at its sole discretion, provide limited support to Free Tier or trial users; such support is optional, non-binding, and subject to resource availability. Even where a paid trial is involved, any support provided is limited strictly to what is expressly agreed in writing between the parties.
- 7.3. Free Tier and trial users are encouraged to rely on available documentation and self-service resources. Any additional assistance provided is not to be construed as part of a standard or contractual support obligation.

8. MODIFICATIONS

- 8.1. APPSeCONNECT reserves the right to modify this SLA by providing at least thirty (30) days' prior notice via email or through its official website. You must provide express consent to the revised terms within this 30-day period. Failure to respond within the notice period shall be deemed implied consent, and the modified terms will become binding at the end of the notice period.