

AI PRODUCT SUPPLEMENTAL TERMS

Effective: April 30, 2026

1. AI Products.

“AI Products” means WorkWave’s artificial intelligence, analytics, reporting, natural language query, dashboard, or data insight products or features, including Data Factory, Decision Intelligence and AskWaive and any successor or replacement product or feature. AI Products may allow Users to submit prompts, questions, instructions, or other inputs and may generate, translate, execute, or support database queries, against WorkWave-hosted data environments. Access to AI Products is subject to the applicable Order Form, the Agreement, these AI Product Supplemental Terms, as amended from time to time by WorkWave, and any product documentation or usage limits provided by WorkWave. **Customer’s continued access to or use of the AI Products after an amendment becomes effective constitutes acceptance of the amended AI Product Supplemental Terms.**

2. Subscription Scope.

Unless otherwise stated in the applicable Order Form, AI Products are provided for Customer’s internal business operations only. Rights to use one AI Product do not include rights to use any other AI Product unless expressly stated in the applicable Order Form.

3. Usage Monitoring and Compute Costs.

Customer acknowledges that use of AI Products may generate database queries, AI model calls, cloud processing, third-party data warehouse, data cloud, AI model, cloud infrastructure, analytics, storage, processing, or compute services, including Snowflake or any successor, replacement, or supplemental platform, or other compute-intensive operations for which WorkWave incurs usage-based costs. WorkWave may monitor and measure AI Product usage by User, account, customer organization, query volume, query frequency, processing time, data volume, compute consumption, feature usage, and other technical or operational metrics to provide, secure, support, administer, price, improve, and enforce applicable terms for the AI Products.

4. Reasonable Use.

Customer’s use of AI Products is subject to reasonable use. “Excessive Usage” means any use that WorkWave reasonably determines:

- (a) materially exceeds usage patterns for similarly situated WorkWave customers or Users;
- (b) materially exceeds the query volume, query frequency, processing demand, data volume, compute consumption, or other usage level reasonably expected for the applicable subscription, pricing tier, or Order Form;

- (c) materially degrades, threatens to degrade, or interferes with the performance, availability, security, reliability, or cost structure of the AI Products, the Services, WorkWave systems, or any third-party service used by WorkWave;
- (d) results from automated, scripted, robotic, high-frequency, batch, scraping, mining, extraction, or non-human use, except as expressly authorized by WorkWave in writing;
- (e) is designed or reasonably appears designed to avoid User-based pricing, usage limits, product tiers, or other commercial restrictions; or
- (f) causes usage-based costs to WorkWave that are materially disproportionate to the fees paid for the applicable AI Product; or
- (g) otherwise exceeds reasonable use, creates operational, technical, security, legal, vendor, cost, commercial, or other risk or burden, or is inconsistent with the intended use of the AI Products, in each case as reasonably determined by WorkWave.

5. Usage Controls and Pricing Adjustments.

WorkWave may establish, modify, or apply AI Product usage limits, fair use thresholds, rate limits, query limits, compute limits, product tiers, overage charges, or other usage-based controls by Order Form, documentation, email notice, in-product notice, or other notice permitted under the Agreement. If Customer engages in Excessive Usage, WorkWave may require Customer to reduce or modify usage, purchase additional Users, upgrade to a different product tier, purchase additional usage capacity, pay applicable overage or usage-based charges, or agree to revised pricing for continued use of the affected AI Product.

6. Throttling and Suspension.

WorkWave may throttle, rate-limit, queue, restrict, suspend, or block AI Product usage if WorkWave reasonably determines that such usage constitutes Excessive Usage, creates security or service integrity risk, causes or may cause material degradation of the AI Products or Services, violates the Agreement, violates these AI Product Supplemental Terms, or may cause material harm to WorkWave, its customers, its vendors, or any third party. WorkWave will use reasonable efforts to provide notice where practicable, but may act without prior notice where necessary to address security, abuse, service integrity, legal, third-party platform, or material cost concerns.

7. AI-Specific Use Restrictions.

Customer shall not, and shall not permit any User or third party to:

- (a) use AI Products for automated, scripted, robotic, scraping, data mining, extraction, benchmarking, competitive analysis, model training, or bulk data retrieval purposes, except as expressly authorized by WorkWave in writing;
- (b) submit prompts, queries, instructions, or other inputs intended to bypass, manipulate, test, or compromise AI Product safeguards, access controls, usage limits, rate limits, security controls, or pricing restrictions;
- (c) use AI Products to access or attempt to access data, systems, tenants, accounts, or environments not made available to Customer through its authorized WorkWave account; or

- (d) use AI Products to create, train, improve, support, or benchmark any competing product, service, model, analytics tool, database, or AI system.
- (e) use AI Products in any manner that violates applicable law, infringes or misappropriates any third-party rights, or violates the Agreement.

8. Outputs.

Customer is responsible for reviewing and validating all outputs, reports, dashboards, queries, recommendations, summaries, and other results generated or made available through AI Products before relying on them. AI Product outputs may be inaccurate, incomplete, duplicative, outdated, or based on incomplete, inaccurate, mislabeled, or improperly structured data. WorkWave does not guarantee that AI Product outputs will be accurate, complete, current, error-free, or suitable for Customer's intended use.

9. WorkWave Technology.

As between the parties, WorkWave retains all right, title, and interest in and to the AI Products and all related technology, models, algorithms, prompts, system prompts, query logic, SQL generation methods, dashboards, templates, configurations, workflows, improvements, modifications, and derivative works.

10. Product Evolution.

Customer acknowledges that the AI Products are evolving offerings and that usage patterns, cost models, usage tiers, limits, and pricing may change as WorkWave gathers usage data and develops product benchmarks. WorkWave may modify AI Product functionality, usage controls, product tiers, limits, pricing structures, or related terms in accordance with the Agreement, the applicable Order Form, these AI Product Supplemental Terms, or notice provided by WorkWave.

11. Amendments.

WorkWave may amend these AI Product Supplemental Terms from time to time by posting the amended terms online or through the Services, email, an Order Form, or product documentation. Amendments shall be effective immediately upon posting, unless otherwise stated in writing by WorkWave. Customer's continued access to or use of any AI Product after the effective date constitutes acceptance of the amended AI Product Supplemental Terms.