LEGAL

Service description

Core functions, licence types, usage quotas and support. The service description is part of the usage agreement under our terms and conditions.

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1. Scope

This service description is part of the usage agreement under the terms and conditions of Prodlane GmbH. It applies to all licences, whether the Customer books them through an offer or by online order (clause 3 (2) of the terms and conditions). An offer may include further services or set different values. In that case the offer takes precedence over this service description.

The version in force when the agreement is concluded applies. Clause 4 of the terms and conditions governs how Prodlane may develop MAIA further and change services.

Only the German version of this service description is legally binding. This English translation is provided for information purposes only. The German version is available here.

2. Core functions

These functions are committed under clause 4 of the terms and conditions. Their specific design may change as MAIA is developed further.

- **AI assistant:** chat with capable language models selected by Prodlane.
- **Own documents:** uploading, analysing and searching files, answers with source references, and analysis of PDF documents.
- **Connecting data sources:** connecting the Customer's external systems, for example for documents or emails, in order to use their content in MAIA. The product documentation, in its current version, describes which systems can be connected. The Customer's owners or administrators activate the connection.
- **File creation:** creating files in common office formats, in particular PDF, Word and Excel.
- **Workflows:** self-defined, reusable processes consisting of several steps.

- **Administration:** user and licence management by the Customer's owners and administrators, including the assignment of licence types.

Further functions that Prodlane provides without a separate charge are available to all licences in their current version, without being core functions. The product documentation describes them. Separately offered modules, add-ons and licence types are only included if the Customer has booked them (clause 4 (3) of the terms and conditions).

3. Licence types

Pro and Max have the same functionality and differ in their usage quota.

LICENCE TYPE	FUNCTIONALITY	USAGE QUOTAS
Pro	according to this service description	base
Max	identical to Pro	a multiple (5x) of Pro

4. Usage quotas

Each licence includes chat quotas that reset after fixed periods. They apply per person and workspace and are not shared between users or workspaces. Part of the quotas may apply only to particularly capable models (premium models). Prodlane determines which models are premium models and marks them in MAIA.

- **Consumption:** each request counts according to its actual computing effort. Premium models, long documents and demanding modes consume more. Requests that abort or return no answer because of a technical error on the part of Prodlane or a model provider do not count.
- **Display:** users can see the consumption of their chat quotas in MAIA at any time, together with the time of the next reset, and receive a notice before reaching a quota.
- **Reached quotas:** answers in progress are always delivered in full. When a quota for premium models is reached, the user continues with the other models. When the general quota is reached, MAIA automatically switches to a lower-cost fallback model with possibly lower answer quality. When its quota is also used up, no further chat requests are possible until the next reset.
- **Advanced document analysis (ADA):** a shared quota per workspace applies to the advanced analysis of documents. It is the sum of the quotas of all booked licences, including unassigned ones, and does not count against the chat quotas. When it is used up, basic document analysis remains available until the next reset.
- **Workflows:** workflow runs count against a separate quota per workspace and do not count against the users' chat quotas. Additional runs by agreement.
- **Change of licence type:** converting Pro to Max takes effect immediately. Consumption in the current period remains counted.
- **More capacity:** licences can be converted to Max at any time (clause 12 of the terms and conditions). Users can request a higher limit in MAIA; owners and administrators are notified. Prodlane may grant additional quota at its discretion. There is no entitlement to this.

5. Level and adjustment of quotas

Prodlane determines the level, weighting and periods of the quotas and sets them so that typical use within the booked licence type is possible. Prodlane continuously optimises the quotas based on model

costs and usage, as long as typical use remains possible. If Prodlane significantly reduces quotas during the term, clause 4 (5) of the terms and conditions applies accordingly. Where an offer states specific values, these apply as a minimum for the term agreed in the offer.

6. Support

Where the offer includes a support item, it comprises a dedicated contact person at Prodlane and the onboarding of all users in joint group sessions. Where needed, feedback sessions and regular check-ins are added to a reasonable extent, in agreement with the Customer. Individual training, additional training sessions and workshops are additional services under clause 4 (8) of the terms and conditions.

For online orders, Prodlane provides support by email under clause 6 (4) of the terms and conditions.