



CUSTOMER TERMS OF SERVICE FOR TAI

INDEX

1 Introduction	2
2 Platform Services Description	2
2.1 Overview of Tai	2
2.2 Data Handling	2
2.3 Responsibilities of the Customer	2
2.3.1 Quality Monitoring	2
2.3.2 Cost Monitoring	2
3 Service Level Agreement	3
3.1 Support Services Description	3
3.2 Support Services Availability	3
3.3 Platform Services Availability (Platform SLA)	5
4 Terms for Usage Fees	7
4.1 Usage Credits	7
4.2 Consumption Logic	7
5 Terms for Premium Services	8

1 Introduction

The Customer Terms of Service for Tai are an agreement between Nezasa AG, with offices at Sihlstrasse 99, 8001 Zurich, Switzerland ("Nezasa") and the Customer. The Customer and Nezasa form each a "Party" and together hereinafter referred to sometimes as the "Parties".

Capitalised terms used in these Customer Terms of Services shall have the meanings defined in Annex (Definitions) of the [Master Service Agreement](#) or contextually in these terms.

2 Platform Services Description

2.1 Overview of Tai

Tai provides the Customer with the possibility to use specialized AI agents for facilitating various travel-related tasks and processes ("Tai Agents").

2.2 Data Handling

Tai Agents leverage Large Language Models (LLMs) to process data in various forms. Whenever Personal Identifying Data (PII) of travellers is involved, Tai Agents use LLMs deployed in Amazon Bedrock within the same AWS region as the corresponding Tai deployment. For LLMs deployed in Amazon Bedrock, the following properties are always guaranteed:

- All prompts and model outputs are processed and stored within AWS's infrastructure in that region, same as your existing workloads.
- Bedrock's model deployment accounts are region-specific, and model providers cannot access prompts/completions or logs in those accounts.
- Customer content sent to Bedrock is not used to train base models.

2.3 Responsibilities of the Customer

2.3.1 Quality Monitoring

In case a Customer decides to activate and use Tai Agents, the Customer shall be aware that because of the non-algorithmic nature of AI agents, there may be variances in results that require ongoing training, verification and refinement by the customer.

2.3.2 Cost Monitoring

Tai features a usage-based pricing model (see "Terms for Usage Fees"). The Customer is solely responsible for monitoring its Usage Credit balance via the Agent Billing Center.

3 Service Level Agreement

3.1 Support Services Description

The scope of the Support Services is defined as following:

Included (in scope):

- User support related to use and parameterisation of the Platform.
- Technical support of the Platform.
- Support on billing of Platform-related matters.
- Dispatching of issues related to third party services towards the respective party.
- Access to the Nezasa knowledge base including standardized onboarding, tutorials and training sessions.

Excluded (out-of-scope):

- Support for any software that is not part of the platform which also includes issues resulting from use of the APIs that do not relate to the API itself.
- Support of interfaces of the Customer that are not part of the Platform.
- Support of any hardware or other associated equipment of the Customer which is necessary to use the Platform or which are connected therewith.
- Custom elements and modifications of the code, including any changes of code such as custom development service.
- Third party integrations not listed in-app as being supported by Nezasa.
- Support of issues related to services provided by third parties.
- Individual customised training sessions.

Support requests (the “Requests”) pertaining to matters not explicitly stated in the above shall per default be considered excluded (out-of scope). Such Requests would only be addressed as a Premium Professional Service and be governed by the respective terms.

3.2 Support Services Availability

Support Services Availability is dependent on the Support Plan agreed upon in the respective Service Order. The Support Plans are defined as follows:

Support Plan	Standard	Premium
Support Hours	Mon - Fri 09:00-17:00	Mon - Fri 09:00-20:00

Meaningful First Response Time (during support hours)	8 hrs High Priority: 4 hrs	4 hours High Priority: 2 hrs
Support Languages	EN	EN
Support via Support Hub	Yes	Yes
Support via Email	Yes	Yes
In-App Support	Yes	Yes
Emergency Telephone Contact Number	No	Yes
Emergency Telephone Support Hours	No	7x24h
Emergency Telephone Response Time	No	60 min

Support Hours: The days and times during which the Nezasa customer service is accessible. For the service hours indicated, Zurich (Switzerland) timezone (CET) and business days are applicable.

Meaningful First Response Time: The time period within which Nezasa shall deliver a response to a Customer confirming that Nezasa received a Request and has commenced working on the issue. Nezasa attempts to respond according to the Support Plan's specific response time. Outside of business days and hours, the response time is suspended except for emergency requests as described below. To better understand what Nezasa classifies as a High Priority Request read:

<https://help.tripbuilder.app/en/articles/414825-support-tickets-assessment>

Emergency Request: A Request that is solely reserved for critical issues which have a major impact on the Customer's business. Such cases must be severe in nature, meaning that a large number of users or critical functions are affected and business processes are not possible or substantially impeded. To better understand what Nezasa classifies as a Emergency Request read:

<https://help.tripbuilder.app/en/articles/414825-support-tickets-assessment>

Emergency Contact: A Nezasa employee that is designated to answer Emergency Requests. Customers with a contractually agreed Support Plan containing an emergency contact receive an emergency email address and phone number. This contact information must be kept confidential and only be used in case of an emergency request. Improper use of the service may result in additional charges or a temporary suspension of the available service.

Emergency Telephone Support Hours: The days and times during which the emergency contact is accessible for emergency requests.

Emergency Telephone Response Time: The time period within which the emergency contact shall deliver a response to a Customer confirming that Nezasa received the emergency request and has commenced working on the issue. Nezasa attempts to respond according to the Support Plan specific response time.

Support Language: The languages in which Nezasa is able to provide customer support when answering to Requests. To avoid misunderstandings and delays in responding to Requests, Customers need to use one of the contractually agreed support languages. Deviations will likely result in delays which are not considered an infringement of the Support SLA provided.

Support via Email: Customer support provided through email. In order to contact Nezasa, Customers are asked to write an email to support@nezasa.com. Deviations will likely result in delays which are not considered an infringement of the Support SLA provided.

Support via Phone: Customer support provided by phone. Customers with a contractually agreed Support Plan that covers phone assistance in addition to email and in-app support can contact the provided phone number.

In-App Support: Nezasa offers in-app support on its Platform in the form of direct access to relevant knowledge base articles. New services such as live chat based on business hours may be introduced.

Support via Support Hub: Customer support provided via Nezasa's Support Hub through the "Submit a request" support form. Nezasa offers around the clock access to its self-service Support Hub on <https://support.nezasa.com> providing how-to articles, tutorials, video training as well as developer documentation. Failure to use the Support Hub will likely result in delays which are not considered an infringement of the Support SLA provided.

Denial of Service: We may limit or deny your access to Support Services if we determine, providing objective proof thereof and after putting you on notice in this respect, that you are acting, or have acted, in a way that results or has resulted in misuse of support or abuse of Nezasa representatives and/or Services.

3.3 Platform Services Availability (Platform SLA)

Nezasa uses a high availability infrastructure setup and ensures that the Platform will be available by at least one of different access means to the Customer 24 hours per day, 7 days a week. We target a monthly availability percentage of 99.5%.

Monthly Availability: The total number of minutes in a calendar month minus the number of minutes of unavailability suffered in a calendar month, divided by the total number of minutes in a calendar month.

Monthly Unavailability: The time in which the Platform is not available as monitored out of an American and/or European region of a major cloud provider, excluding the time for scheduled and emergency maintenance.

Example: A Platform SLA of 99.5% means that the unavailability in a specific calendar month should not exceed cumulative time of 3 hours and 40 minutes.

Scheduled Maintenance: The scheduled downtime of the Platform required for maintenance purposes. Scheduled maintenance is excluded from the monthly downtime calculation up to a maximum of 144 hours per calendar year. Nezasa shall communicate scheduled maintenance to the Customer in writing at least 5 business days ahead of time.

Emergency Maintenance: The Platform maintenance that is not scheduled. For reasons beyond its reasonable control, Nezasa reserves the right to process emergency maintenance for which the normal notification time frame does not apply.

Third Party Services Availability: Third party product suppliers and other third party services which are connected to the Platform are excluded from the monthly downtime calculation. Nezasa is neither responsible nor liable for the availability of third party product suppliers and other third party services.

4 Terms for Usage Fees

4.1 Usage Credits

The Customer shall access and utilize the Tai Agents through a credit-based consumption model. To initialize and maintain service availability, the Customer needs "Usage Credits".

Usage Credits can be acquired in two ways:

- **Monthly Allowance:** The Customer may have a Subscription defined in the corresponding Service Order that includes a Monthly Allowance of Usage Credits, which is a number of Usage Credits per month up to which the usage of Tai Agents does not require additional Usage Credits to be purchased. The Monthly Allowance resets at each calendar month, there is no carry-over of allowance between months.
- **Pay-as-you-go Credits:** Usage Credits exceeding the Monthly Allowance are charged at a per-credit price according to the then-current Price List and invoiced monthly in arrears.

Note on Third-Party Costs: Unless explicitly stated in the Price List, Usage Credits cover the computational inference and platform orchestration. They do not include any third-party API fees or data egress charges that the Customer may incur independently of the Platform.

4.2 Consumption Logic

The use of Tai Agents is metered on a per-session and per-action basis.

- A "Session" is defined as a discrete interaction or sequence of tasks initiated by the Customer or an automated trigger and processed by a Tai Agent.
- A "Qualified Action" is a defined action performed by an agent that qualifies for Usage Credits. Qualified Actions are defined within the administration console of Tai, within the section called Billing Center ("Billing Center").

Deduction: Upon the initiation of a Session ("Session Initiation") or the completion of a Qualified Action ("Action Completion"), the corresponding number of Usage Credits ("Consumption Rate") will be automatically deducted from the Customer's account balance.

Variable Rates: The Customer acknowledges that different Platform Agents may have different Consumption Rates for their Session Initiation and for the Action Completion of each of their Qualified Actions. The specific Consumption Rates for each Platform Agent are shown in the Billing Center.

Nezasa reserves the right to modify the Consumption Rates of the Platform Agents to reflect the release of new Platform Agent capabilities or changes in underlying computational costs.

New Agents: Consumption Rates for newly released Platform Agents become effective immediately upon their addition to the Billing Center.

Existing Agents: Any increases to the credit cost of existing Platform Agents will require ninety (90) days' prior written notice (email or in-platform notification shall suffice) to the Customer.

5 Terms for Premium Services

Nezasa may offer Premium Services to its Tai customers in order to help them deploy, train and optimize Tai Agents. These services will be charged at a daily fee according to the then-current Price List.