

ConnexAI

1. **Third Party Product.** Customer understands, acknowledges, and agrees that the Connex products are third-party products provided by Connex One, Inc. ("Connex"). Notwithstanding the foregoing, in no event shall Frontline Services be liable for the acts or omissions of Connex or its representatives directly or indirectly related to the provision, performance, implementation, or updates of the Connex products.
2. **Voice.** Except for numbers expressly identified in the Quotation Form, numbers previously owned by the Customer, or numbers ported to Customer from a third party at Customer's direction, Customer hereby acknowledges that any numbers allocated by Connex to Customer and used by Customer or its End Users pursuant to this Agreement remain the property of the applicable numbering authority or other applicable party and do not belong to the Customer or any End User. Customer further acknowledges that neither Customer nor its customers or End Users acquire any ownership or other proprietary rights in any such numbers and agrees not to seek to register any such number, alone or in combination with any other word, name, or trading style, as a trademark, service mark, or other intellectual property right.

Connex shall be entitled, for operational or technical reasons or in order to comply with any numbering scheme or other obligation imposed on Connex by the licenses or by any competent authority, to withdraw or change any telephone number or code (or group thereof) allocated to the Customer provided that Connex gives to the Customer the maximum period of notice in writing thereof practicable in the circumstances.

3. **Support.** Support for the Connex products is provided by both Frontline and Connex. Customer may contact Frontline for first-line support or reach Connex customer support directly. Frontline and Connex will coordinate as needed to resolve Customer issues related to the Connex products.
4. **Use.** By using the Connex products, Customer agrees to the Connex Terms and Conditions found online at <https://frontline.group/connex-master-terms/>, which are incorporated herein by reference. Customer's use of the Connex products is subject to, and governed by, such terms, and Customer acknowledges that it has read, understands, and agrees to be bound by the Connex terms. Notwithstanding the foregoing, in the event of any conflict or inconsistency between the Connex terms and Frontline Services Terms and Conditions, the Frontline Terms and Conditions shall govern and control to the extent of such conflict or inconsistency.
5. **Maintenance & Updates.** Maintenance and updates of the Connex products are conducted entirely by Connex. Communication will be made by Connex to customers regarding scheduled maintenance and updates prior to such scheduled maintenance or updates.