

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. **Telecom Rounding.** For Connex.AI AI Agent products, telecom usage shall be rounded up to the nearest one (1) second of use, consistent with the rounding methodology reflected in ConnexAI's telecom statements. This rounding methodology supersedes the six (6) second rounding increment described in the Frontline Services Terms and Conditions solely with respect to Connex.AI AI Agent products.
4. **Support.** Support for the Connex products is provided by both Frontline and Connex. Frontline provides 24/7 first-line support for questions related to the ConnexAI platform. ConnexAI's own support hours and response times are governed by Connex's separate terms of service. 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.
5. **Commencement of AI Agent Services.** Notwithstanding the Go-Live-based commencement provision in the Frontline Services Terms and Conditions, the Service Term for ConnexAI AI Agent products shall commence on the date of execution of the applicable Contract (the "AI Agent Commencement Date"), unless a different Commencement Date is expressly stated in the Contract.
6. **Early Termination of AI Agent Services.** In addition to the Early Termination charges described in the Frontline Services Terms and Conditions, Customer shall pay an amount equal to the Minimum Technology Monthly Recurring Charge for the AI Agent Service, multiplied by the number of months remaining in the then-current Term, unless the applicable Service Agreement expressly states that this charge is waived for that engagement.

7. **AI Licensing Payment Terms.** Customer agrees to prepay recurring AI licensing fees for ConnexAI AI Agent products via monthly ACH direct debit. Upon signing the applicable Service Agreement, Customer will be charged a prorated AI licensing fee covering the period from the AI Agent Commencement Date through the end of that calendar month, together with any applicable Telecom Expense Deposit described below. Beginning the following month, the full monthly AI licensing fee will be charged via direct debit on the first (1st) day of each month. Telecom usage charges will be billed in arrears and are due on the second (2nd) day of each month, based on usage from the prior month. This payment method and billing cadence supersede the credit card/wire transfer and Net 20 invoice terms described in the Frontline Services Terms and Conditions solely with respect to Connex.AI AI Agent licensing and telecom charges.
8. **Late Payment; Suspension of AI Agent Services.** If a scheduled ACH direct debit for AI Agent licensing fees fails, Frontline will attempt one additional debit within the first week following the failed attempt. If that attempt is also unsuccessful, Frontline will issue a Notice of Termination, which will include a finance fee equal to two percent (2%) of the unpaid balance. If payment is not received within one week of the Notice of Termination, Services will be suspended the following day. This provision supersedes the invoice-based late payment and suspension timeline described in the Frontline Services Terms and Conditions solely with respect to Connex.AI AI Agent licensing fees billed via ACH direct debit.
9. **Telecom Expense Deposit.** Customer agrees to provide and maintain a deposit to cover anticipated telecom usage for each ConnexAI AI Agent throughout the Term. An initial deposit of \$150.00 USD per AI agent is due at signing of the applicable Service Agreement. If Customer's monthly telecom usage exceeds the deposit amount for two consecutive months, the deposit will be recalculated to equal the sum of the two highest monthly telecom invoices, and the recalculated deposit must be invoiced and maintained for the remainder of the Term. Upon termination of the Contract, any unused portion of the deposit will be refunded to Customer within thirty (30) days, subject to settlement of all outstanding charges.
10. **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.
11. **Invoice Discrepancy Notice Window — Connex.AI AI Agent Products.** Section 6(a) of the Frontline Services Terms and Conditions requires Customer to notify Frontline Services of an invoice discrepancy within twenty (20) days of that invoice's delivery date to be considered for a credit or refund. For invoices relating to Connex.AI AI Agent products, that twenty (20) day period is replaced with a ten (10) day period: Customer must notify Frontline Services of any invoice discrepancy relating to Connex.AI AI Agent products within ten (10) days of that invoice's delivery date to be considered for a credit or refund. This override applies solely to Section 6(a); Sections 6(b) through 6(e) of the Frontline Services Terms and Conditions remain in full force and effect and are unaffected by this provision.

12. **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.