

AI Terms

These AI Terms are subject to, and governed by, the terms of the Motorola Solutions Customer Agreement or other agreement between Customer and Motorola, to which it is attached (the "Agreement"). Capitalized terms used herein, but not defined, will have the meanings set forth in the Agreement.

Section: Artificial Intelligence Feature Terms.

1. **Acknowledgement and Scope.** Customer acknowledges the Product(s) may include an AI Feature, as defined below, which may include but is not limited to a chatbot or voice activated AI technology, designed to process user queries and retrieve information from SaaS Products. **AI Feature** means a feature of a Product that uses AI to process input and generate output ("**AI Output**").

If the Product(s) purchased includes an AI Feature, Customer assumes sole responsibility for reviewing, evaluating, and independently verifying the accuracy, appropriateness, and suitability of any AI Output before relying upon them or taking any action based thereon. Motorola shall have no liability for any decisions or actions taken (or not taken) based on AI Output. Customers shall ensure its users are appropriately informed about the nature of the AI Feature and the necessity for independent verification.

2. **Data Processing.** The AI Feature processes Customer Data solely to respond to user queries as described herein and subject to the terms of the DPA.
3. **Disclaimers and Customer Verification.** THE AI FEATURE AND AI OUTPUT ARE PROVIDED "AS IS". MOTOROLA DISCLAIMS ALL WARRANTIES REGARDING THE ACCURACY, COMPLETENESS, OR RELIABILITY OF AI OUTPUT. Customer is solely responsible for independently verifying all AI Output before reliance or use and acknowledges that such output may contain errors or omissions.
4. **Limitation of Liability.** In addition to the Limitations of Liability in the Agreement, Motorola shall not be liable for any damages arising from Customer's use of, or reliance upon, the AI Feature or AI Output.

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