

CONNECTWISE AI AGENTS TERMS OF USE

Last Updated: June 30, 2026

These Terms of Use ("Terms") govern your access to and use of the ConnectWise AI Agents SaaS platform and related artificial intelligence-powered services (together, the "AI Services") provided by ConnectWise ("ConnectWise," "we," "our," or "us").

By accessing or using the AI Services, you agree to these Terms, which shall be deemed incorporated into the agreement in place between you and ConnectWise. If you are using the AI Services on behalf of an organization, you represent that you have authority to bind that organization to these Terms and any applicable agreement between ConnectWise and your organization.

1. USE OF THE AI SERVICES

You may use the AI Services only for legitimate business purposes and in accordance with these Terms and any applicable agreement between your organization and ConnectWise.

You agree not to, and shall ensure that your users do not:

- Reverse engineer, decompile, disassemble, or attempt to discover source code or underlying models;
- Copy, modify, distribute, sell, lease, sublicense, or otherwise exploit the AI Services except as expressly authorized;
- Circumvent usage limits, security controls, or access restrictions;
- Use the AI Services to develop competing products or services;
- Upload or transmit malicious code, malware, or harmful content;
- Use the AI Services in violation of applicable laws or regulations; and/or
- Misrepresent AI-generated content as having been independently verified when it has not.

2. ARTIFICIAL INTELLIGENCE FEATURES

The AI Services use artificial intelligence, machine learning, automation, and predictive technologies to generate recommendations, summaries, classifications, responses, and other outputs ("AI Outputs").

AI Outputs are generated probabilistically and may be inaccurate, incomplete, misleading, biased, or outdated.

You acknowledge and agree that:

- AI Outputs may contain errors;
- AI Outputs should be independently reviewed before use;
- Human oversight is required for business decisions; and
- ConnectWise does not guarantee the accuracy, completeness, or suitability of AI Outputs.

3. CLIENT RESPONSIBILITY

You are solely responsible for:

- Reviewing and validating AI Outputs generated by the AI Services;
- Decisions, actions, and outcomes resulting from use of the AI Services;
- Compliance with applicable laws, regulations, and contractual obligations; and
- Maintaining appropriate human review processes.

The AI Services are not intended to provide legal, regulatory, tax, accounting, financial, medical, or other professional advice.

4. CLIENT DATA

You retain ownership of your data submitted to the AI Services ("Client Data").

You grant ConnectWise the right to host, process, analyze, store, and use Client Data as necessary to:

- Provide and support the AI Services;
- Improve and enhance the ConnectWise products and services;
- Develop new functionality;
- Train, validate, evaluate, and improve artificial intelligence and machine learning models, including the AI Services; and
- Generate aggregated, anonymized, and de-identified information.

ConnectWise may use aggregated and de-identified information for product improvement, analytics, research, benchmarking, and development purposes.

5. INTELLECTUAL PROPERTY

The AI Services, including all software, models, algorithms, workflows, prompts, documentation, interfaces, and related technology, are owned by ConnectWise and its licensors and are protected by intellectual property laws.

Except for the limited rights expressly granted herein, no rights are granted to you.

ConnectWise or its licensors retains ownership of:

- Artificial intelligence models;
- Algorithms and workflows;
- Model weights and parameters;
- Product improvements and enhancements;
- Aggregated and de-identified data; and
- Derived learnings and analytics.

6. FEEDBACK

If you provide feedback, suggestions, recommendations, enhancement requests, or other comments regarding the AI Services, you grant ConnectWise a perpetual, irrevocable, worldwide, royalty-free right to use, modify, incorporate, and commercialize such feedback without restriction or compensation.

7. SECURITY

You are responsible for maintaining the confidentiality of your credentials and for all activities occurring under your account. You must promptly notify ConnectWise of any suspected unauthorized access or security incident involving your account.

8. THIRD-PARTY SERVICES

The AI Services may integrate with third-party products, applications, models, or services.

ConnectWise does not control and is not responsible for third-party services, their availability, security, performance, or content.

9. DISCLAIMER

THE AI SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CONNECTWISE DISCLAIMS ALL WARRANTIES RELATING TO THE AI SERVICES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, RELIABILITY, OR UNINTERRUPTED OPERATION.

CONNECTWISE DOES NOT WARRANT THAT AI OUTPUTS WILL BE CORRECT, COMPLETE, OR SUITABLE FOR ANY PARTICULAR PURPOSE, AND ACCEPTS NO LIABILITY IN CONNECTION WITH YOUR RECEIPT OR USE OF SUCH AI OUTPUTS.

WITHOUT LIMITING THE FOREGOING PROVISIONS OF THIS SECTION:

- CONNECTWISE SHALL IN NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES OF ANY NATURE, OR FOR ANY LOSS OF PROFIT, DAMAGES RELATING TO MONIES SAVED OR FEES GENERATED AND OR ANY ACCURACY, RELIABILITY, SECURITY, LOSS OR CORRUPTION OF DATA BY USE OF ANY OF THE AI SERVICES, REGARDLESS OF WHETHER SUCH LOSS WAS FORESEEABLE OR A PARTY WAS APPRISED OF THE POTENTIAL FOR SUCH DAMAGES; AND
- IN NO EVENT WILL CONNECTWISE'S TOTAL AGGREGATE LIABILITY UNDER OR IN CONNECTION WITH THESE TERMS EXCEED THE FEES PAID FOR THE AI SERVICES DURING THE PREVIOUS TWELVE (12) MONTHS PRECEDING THE CLAIM. THE FOREGOING LIMITATION WILL APPLY WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY.

10. CHANGES TO THE AI SERVICES

ConnectWise may modify, update, enhance, suspend, or discontinue any aspect of the AI Services at any time.

Features, functionality, roadmaps, and release plans are provided for informational purposes only and do not constitute commitments.

11. TERMINATION

Access to the AI Services may be suspended or terminated for violation of these Terms, security concerns, non-payment by you of sums due and payable, or as otherwise permitted under the agreement between ConnectWise and your organisation.

Upon termination, your right to access and use the AI Services immediately ceases.

12. ACCEPTANCE

By accessing or using the AI Services, you acknowledge that you have read, understood, and agree to these Terms.