

## Service Description for Extreme AI

1. **Introduction.** This Service Description is governed by the Extreme Platform One Subscription Services Agreement located at <https://extr-p-001.sitecorecontenthub.cloud/api/public/content/PlatformOneTerms> and this Service Description (collectively, the “Agreement”). Customer’s use of the Service constitutes assent to the Agreement. If you accept this Agreement on behalf of another legal entity, then you represent that you have legal authority to bind such entity to this Agreement.

1.1 **Definitions.** The definitions below apply to this Service Description. Some capitalized terms are defined within the specific context in which they are used below. Other capitalized words that are not defined in this Service Description are defined in the Agreement:

- “Activation Date” means the date that the Service is available for use, or when Customer activates their license(s), whichever is earlier.
- “Customer” or “You” means the person or entity that originally purchases, leases, or licenses the Service from Extreme Networks or an authorized reseller for use in that person or entity’s own business operations, and not for further distribution or sale.
- “Extreme” means Extreme Networks, Inc., on behalf of itself and its affiliates, including, but not limited to, Extreme Network Ireland Ops Unlimited Company.
- “Service” means the Extreme AI services, as further described herein.
- “Related Software” means software provided by Extreme in connection with the Service for the sole purpose of enabling Customer to use the Service. Related Software may include development software and tools, and software to be installed on end user devices for the purpose of using the Service. Related Software excludes software that Extreme makes available under separate terms or pursuant to a separate agreement.

2. **Feature Set.** Extreme AI is a public, private and edge cloud service that uses Generative AI (GenAI), Agentic Systems, Artificial Intelligence (AI), and Machine Learning (ML) to help simplify, automate, and optimize network and security operations as well as knowledge acquisition and planning. This Service is made available to Customers through specific subscriptions that include entitlement to Extreme AI and its capabilities. Your specific entitlement will depend on your license type, but may include:

- Conversational Interaction (AI Expert) – Provides access to documentation, GTAC knowledge and operational data through a GenAI and agentic system powered intuitive chat experience.
- Collaborative Interaction (AI Canvas) – Allows you to interact with Extreme AI in order to design and refine dashboards for network, security and business operations, with support for both published (shared) and draft (personal) dashboards, as described in your license entitlement and documentation;
- Autonomous Interaction (AI Agents) – AI-driven automation, including but not limited to, assisting with case creation, evidence gathering, and security policy management with various degrees of autonomy and agency which can be configured by the user.

2.1 **Feature Limitations.** Some premium features may be subject to usage limitations and additional fees based on usage.

### 2.2 Generative AI

2.2.1. Extreme AI employs generative AI and agentic systems to create the capabilities and features listed above. While Extreme Networks strives to provide accurate responses, customers should verify recommendations before acting on them. The default setting for autonomous interactions is HITL Human-in-the-Loop. Due to the probabilistic nature of AI, customers who change the default setting from HITL do so at their own risk.

**2.2.2.** While Extreme Networks has designed guardrails to prevent Gen AI services from responding with insensitive, politicized, or incorrect answers, users assume the risk that prompts may result in the generation of content that is offensive, incorrect, or that does not reflect the views of Extreme Networks.

**2.2.3.** Customers are encouraged to mark and comment on inaccurate or inappropriate responses from Extreme AI within the Service itself. Extreme Networks will use customer feedback to improve the accuracy and correctness of future Extreme AI releases.

**3. Restrictions.** You may not (i) use the Service in a way that infringes, misappropriates or violates any person's rights; (ii) reverse assemble, reverse compile, decompile, translate or otherwise attempt to discover the source code or underlying components of models, algorithms, and systems of the Service; (iii) use output from the Service to develop models that compete with Extreme Networks; (iv) represent that output from the Service was human-generated; (v) send us any personal information of children under 18 or the applicable age of digital consent (vi) violate any other usage limitations stated in our documentation.

### 3.1 AI Agents

**3.1.1.** Depending on your license type and configuration, the Service may include access to or use of AI components capable of taking autonomous actions based on user instructions, parameters, or goals. Depending on configuration and licenses, these components may, for example, initiate workflows, remediation actions to resolve problems, execute predefined tasks, or generate content without ongoing human intervention (if configured to do so).

**3.1.2. Limited Autonomy:** AI Agents are subject to guardrails, system constraints, and configured, user inherited permissions. Extreme will not allow such systems to access or control Customer systems or data outside the explicitly authorized and inherited scope.

**3.1.3. Security and Privacy Safeguards:** All AI actions are governed by the same data security, privacy, and compliance obligations outlined in the Agreement and Extreme's Privacy Notice, including with respect to personal data, confidential information, and third-party content.

**3.1.4. Limitations and Disclaimers:** Extreme makes no warranties regarding the accuracy or appropriateness of AI-generated actions or outputs. Use of Extreme AI is at the Customer's discretion and risk.

**3.1.5. Third-party Agents:** For full functionality, Customer may be required to agree to third-party terms for AI use. Refusal of third-party terms may limit functionality.

### 3.2 Usage Policy

**3.2.1.** You may not access or use the Service in or for the following ways:

- a. In any manner that violates any applicable law— including, without limitation, any laws relating to exporting data, software, or any item or technology subject to the Export Administration Regulations.
- b. For generation of hateful, harassing, or violent content.
- c. For generation of malware, including content that attempts to generate code that is designed to disrupt, damage, or gain unauthorized access to a computer system.
- d. For any use that would violate the requirements of the EU Artificial Intelligence Act ("EU AI Act"), where applicable, including any usage that would categorize the Service or its outputs as a "high-risk AI system" under the EU AI Act or any associated regulations. Specifically, You are prohibited from (i) deploying the Service in high-risk applications or industries that would subject it to heightened regulatory obligations under the EU AI Act without the prior written consent of Extreme; and (ii) using the Service in a way that could potentially expose Extreme to compliance requirements associated with high-risk AI systems under the EU AI Act or that would require the Extreme to implement additional safety, transparency, or accountability measures as outlined in the EU AI Act.
- e. For activity that has a high risk of physical harm, including weapons development, military and warfare activities, management or operation of critical infrastructure, including but not limited to

critical infrastructure related to energy, transportation or water, without prior written consent from Extreme.

- f. For activity that has a high risk of economic harm, including multi-level marketing, gambling, payday lending, automated determinations of eligibility for credit, employment, educational institutions, or public assistance service.
- g. For fraudulent or deceptive activity, including coordinated inauthentic behavior, plagiarism, disinformation, spam.
- h. For the provision of medical, financial, or legal advice.
- i. For obtaining unauthorized access to any system or information or to deceive any person.
- j. To infringe, misappropriate, or violate intellectual property or other legal rights (including the rights of publicity or privacy)

### 3.3 Your Content

**3.3.1.** You may provide input to the Service (“Input”), and receive output generated and returned by the Service (“Output”). Input and Output are collectively “Content.” Extreme Networks may use Content to provide, enhance, and maintain the Service, comply with applicable law, and enforce our policies. You are responsible for your Input, including for ensuring that it does not violate any applicable law or this Agreement.

### 3.4 Similarity of Content

**3.4.1.** Due to the nature of Generative AI, Output may not be unique across users and the Service may generate the same or similar output for Extreme Networks or a third party. For example, you may provide input to a model such as “What color is grass?” and receive output such as “The grass is green.” Other users may also ask similar questions and receive the same response. Responses that are requested by and generated for other users are not considered your Content.

### 3.5 Use of Content to Improve Service

**3.5.1.** You authorize us to use Content that you provide to develop or improve our services and products, including the Service and additional AI tools that may be in development.

### 3.6 Accuracy

**3.6.1.** Artificial intelligence and machine learning are rapidly evolving fields. We are constantly working to improve our Service to make it more accurate, reliable, safe and beneficial. Given the probabilistic nature of machine learning, use of our Service may in some situations result in incorrect Output that does not accurately reflect real people, places, or facts. You should evaluate the accuracy of any Output as appropriate for your use case, including by using human review of the Output, before acting on the Output.

**3.7** Warning Regarding Content. The Service will generate Content based on prompts that you provide. The specific Content that the Service will return cannot be predicted in advance. THE SERVICE MAY GENERATE CONTENT THAT YOU CONSIDER OFFENSIVE OR OBJECTIONABLE AND/OR THAT DOES NOT REPRESENT THE VIEWS OF EXTREME NETWORKS. BY AGREEING TO THESE TERMS AND BY USING THE SERVICE, YOU RECOGNIZE AND ASSUME THE RISK THAT THE PROMPTS YOU PROVIDE MAY RESULT IN THE GENERATION OF CONTENT THAT IS OFFENSIVE, OBJECTIONABLE OR INCORRECT. YOU ALSO RECOGNIZE AND AGREE THAT YOU – NOT EXTREME NETWORKS – ARE RESPONSIBLE FOR YOUR USE OF, AND/OR ANY ACTIONS YOU TAKE IN RELATION TO, CONTENT GENERATED BY THE SERVICE BASED ON YOUR PROMPTS. UNDER NO CIRCUMSTANCES WILL REPRESENTATIONS MADE BY THE SERVICE BE CONSIDERED BINDING ON EXTREME.

**4.** **System Data.** Extreme may collect data related to the Service and Customer’s network, including, but not limited to, network and security configuration, operation, performance, use, network strength, traffic, and performance data. (“System Data”). System Data may also include data collected through APIs or agents from third-parties that you have enabled. System Data does not encompass Customer Content.

**4.1** Extreme will treat any personal information collected in System Data with the applicable jurisdiction’s Extreme Privacy Notice.

**4.2** System Data may be used by Extreme to (a) support or carry out its provision of the Service to You and Your End Users, (b) enhance or propose enhancements to the Service or other Extreme products and

services, (c) exercise or fulfill its legal rights and obligations, or (d) for marketing of products. Subject to any mandatory statutory rights of Customer, Your End Users, or third parties, Extreme shall exclusively own and retain all rights in System Data that is anonymized, i.e. that neither identifies You or Your End Users nor is personally identifiable with an individual ("Anonymized System Data"). Such data shall be considered Extreme's confidential information, and Extreme may use or share Anonymized System Data for any lawful technical or commercial purposes. Customer's disablement of related System Data collection features may result in disruption or disablement of the Service.

## **5. Service Operations.**

**5.1 Customer's Obligations.** Customer may not use the Service or Related Software in a service provider capacity. Customer shall remain directly liable to Extreme for any breach of these terms resulting from Customer's (or Customer's end users') violation of these terms.

**5.1.1.** Customer agrees to obtain necessary rights, permissions and consents associated with: (a) Customer Content; (b) the underlying infrastructure utilized by the Service; (c) non-Extreme software or other components that Customer directs or requests that Extreme use with, install, or integrate with the Services; (d) any data the Customer provides to Extreme related to the Services, and (e) System Data. Customer shall indemnify, hold harmless and, at Extreme's election, defend Extreme against all claims, liabilities, losses, costs, damages, civil fines, penalties, fines and expenses (including reasonable attorney's fees) arising out of or relating to, directly or indirectly, Customer's failure to secure adequate rights, permissions, and consents for use of data in connection to this Agreement. Customer will promptly notify Extreme of any third-party claims related to Services.

**5.2 Mission Critical Applications.** Extreme specifically disclaims liability for use of the Services in Mission Critical Applications by Customer or End Users. A "Mission Critical Application" is any application in which failure of the Services could result, directly or indirectly, in personal injury or death. Should Customer use the Services for a Mission Critical Application, Customers will indemnify and hold Extreme and its subsidiaries, subcontractors, and affiliates harmless against all costs, damages and expenses and reasonable attorneys' fees arising out of, directly or indirectly, any claim of product liability, personal injury or death arising in any way out of such Mission Critical Application, whether or not Extreme or its subcontractor was negligent in the design, manufacture or warning of the Licensed Software.

**5.3 Provision of Service.** Extreme may modify the Service in its sole discretion provided performance and features are not materially changed to the detriment of Customers.

**5.4 Security.** You must implement reasonable and appropriate measures designed to help secure your access to and use of the Service. If you discover any vulnerabilities or breaches related to your use of the Service, you must promptly contact Extreme Networks and provide details of the vulnerability or breach.

**5.5 Suspension and Re-Enablement.** In the event of a breach of these terms by Customer, Extreme reserves the right to suspend the Service, any portion thereof, or any functionality of the Service. During the time Customer's access to and use of the Service is suspended for any reason as provided in the Agreement, Customer will be required to stop use of the Service. Extreme will not support the Service during the period of suspension.

**5.6 Applicable Terms.** Extreme may periodically modify the terms of this Service Description as products and features are developed. Customer's continued use of the Service constitutes assent to the terms, as modified.