



# Terms & Conditions – Digital Agent as a Service (DAaaS)

Version 1.2 | August 2025

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## 1. Overview

These Terms & Conditions (“Agreement”) set out the terms under which the client (“You” or “Subscriber”) accesses and uses the Digital Agent as a Service (“Service”), operated by So Technology (“We”, “Us”, or “Our”).

By signing up for or using the Service at any tier, you confirm that you have read, understood, and agree to be bound by these Terms & Conditions.

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## 2. Service Description

The Service provides access to a custom-trained, AI-powered Digital Agent designed to reflect your business knowledge and brand tone. The features and support vary depending on the subscription tier:

### Free Tier (Lite)

- Access to a basic, limited version of the Digital Agent
- No custom training or document ingestion
- No integrations or analytics
- Basic web-based support only
- Subject to fair use limits

## Business Tier

- Custom training on up to 3 sources of content (e.g. website, FAQs, documents)
- Deployment via website widget or integration
- Hosting, ongoing maintenance, and product updates
- Standard analytics dashboard
- Direct email support
- Optional add-ons available

## Professional Tier

- Advanced training from multiple content types (e.g. SOPs, PDFs, CRM exports)
- Extended integrations (e.g. intranet, CRM, knowledge bases)
- Full analytics dashboard with usage insights
- Priority support (email and phone)
- Dedicated onboarding and optional NDA

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## 3. Fees & Payment

Tier	Setup Fee	Monthly Fee
Free	£0	£0
Business	\$1,000	\$100/month
Professional	\$2,500	\$190/month

- All fees are exclusive of VAT where applicable.
- Setup fees are payable upfront.

- Monthly billing begins upon deployment or 4 weeks after signup, whichever comes first.
  - Fees are payable by direct debit or bank transfer unless otherwise agreed.
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## **4. Your Responsibilities**

To ensure smooth deployment and effective use of the agent, you agree to:

- Supply accurate and current training materials (Business and Professional tiers)
  - Respond promptly to requests during onboarding
  - Use the Digital Agent ethically and lawfully
  - Avoid making misleading claims about the agent's capabilities
  - Maintain confidentiality of platform credentials
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## **5. Feedback & Intellectual Property**

You grant So Technology permission to use anonymised feedback and usage data to improve the platform.

All software, algorithms, improvements, and derivatives created by So Technology remain our intellectual property.

Your content (e.g. documents, FAQs) remains your property and is used only to train your agent.

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## **6. Limitations**

The Digital Agent is provided “as-is.” While we aim for high availability, we do not guarantee 100% uptime or flawless accuracy.

Advanced or bespoke integrations may require additional fees and custom agreements.

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## **7. Privacy & Data Use**

We use your content solely to configure and train your agent.  
We do not use your data to train any global or third-party AI models.  
Personal data is handled in accordance with our [Privacy Policy](#) and UK GDPR standards.

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## 8. Cancellation & Termination

- **Free Tier:** You may stop using the service at any time.
  - **Business/Professional Tiers:** Cancel with 4 weeks' written notice.
  - Service and billing will continue through the notice period.
  - We reserve the right to suspend or terminate service for non-payment or violation of these terms.
  - Upon cancellation, agent data will be deleted within 30 days unless otherwise agreed.
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## 9. Liability

You use the Service at your own risk.  
So Technology is not liable for any indirect or consequential loss, or for actions taken based on agent responses, except in cases of fraud or deliberate misconduct.

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## 10. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes shall be handled in the jurisdiction of the English courts.

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## 11. Acceptance

By signing up for or using the Service, you agree to these Terms & Conditions. A signed copy may be required for Business and Professional tiers.

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