

AI Acceptable Use Policy

Effective May 2026

This Acceptable Use Policy ("AUP") governs Customer's access to and use of AI Features within the Software and Services. This AUP is incorporated into and forms part of the Sovos AI Terms. Capitalized terms not defined in this AUP have the meaning set forth in the AI Terms or the Governing Agreement.

1. Customer shall not use the AI Features or any Output for the following purposes:
 - 1.1. **Illegal Activity.** In any way that is illegal or solicits conduct that is illegal under laws applicable to Customer or to Sovos.
 - 1.2. **Discrimination.** In any way that discriminates against individuals or groups on the basis of protected characteristics.
 - 1.3. **Professional Advice and Automated Decision-Making.** To provide financial, legal, tax, or other professional advice, or as a substantial factor in making decisions with legal or similarly significant effects, unless reviewed by a qualified professional before providing advice or making decisions.
 - 1.4. **Misinformation.** To create, distribute, or submit to any third party (including tax authorities) any Output that Customer knows or reasonably should know to be false, misleading, or inaccurate.
 - 1.5. **Circumvention.** To circumvent or interfere with features or safeguards of the AI Features designed to limit violations or harms, or to prompt the AI Features to violate these AI Terms, this AUP, or applicable laws.
 - 1.6. **Representing Output as Human-Generated.** To represent that Output was solely human-generated when it was not.
 - 1.7. **Enforcement.** Any violation of this AUP by Customer constitutes a material breach of the Governing Agreement. Sovos may suspend or terminate Customer's access to AI Features in accordance with the Governing Agreement.
2. **Changes.** Sovos may update this AUP from time to time. The current version will be published at <https://sovos.com/software-and-services-terms/AI/>. Customer's continued use of AI Features after any update constitutes acceptance of the updated AUP.