This LastBot General Service Terms ("***General Service Terms***") applies to Customer's use of Services and are referred to and incorporated by reference from Service Orders.

Each Service has total maximum capacity, capabilities, and performance determined as set forth below.

Certain Services require Customer to provide customer inputs ("***Customer Inputs***") as provided in the Service Specification and/or Service Order for each Service required to activate the Service.

LastBot aspires that each Service performs to its specification and to the satisfaction of Customer. A Service's capabilities are limited to the information available to the Service solely through Customer Inputs or to other information as provided in the service description.

A service's effective performance can be further restricted by external factors without limitation the actions of the Customer's customers or other third parties, that are required in or involved with the provisioning of Service. For example, an increased volume of end-user activity on a chatbot service may affect the response times.

A Service may have specific technical, commercial and performance limitations that are set forth in a Service Specification and/or Service Order. In addition, LastBot can at its sole discretion at any time issue new, change existing, and revoke technical limitations to restrict the capacity or capabilities that a Service has access to (together "***Limitations***"). The intent of Limitations is to support all Services to achieving their targeted performance, and to protect LastBot Sites and LastBot Services and other LastBot's customers from excessive use of capacity and resources and to ensure fair and sustainable use of LastBot Sites and Services for all customers. In case an ordered Service does not at any time meet the Customer's total capacity or performance needs for the Service, the Customer may choose to purchase additional Services. Further, as part of Limitations, certain Services have predefined **Hard Limits** restricting the capacity as provided in the description of such Service.

Customer may not use the Services or to cause the Services to be used:

i.   Perform or facilitate dangerous, illegal, or malicious activities, including
  a. Facilitation or promotion of illegal activities or violations of law, such as
    i. Promoting or generating content related to child sexual abuse or exploitation
    ii. Promoting or facilitating sale of, or providing instructions for synthesizing or accessing, illegal substances, goods, or services
    iii. Facilitating or encouraging users to commit any type of crimes
    iv. Promoting or generating violent extremism or terrorist content
  b. Abuse, harm, interference, or disruption of services (or enable others to do the same), such as
    i. Promoting or facilitating the generation or distribution of spam
    ii. Generating content for deceptive or fraudulent activities, scams, phishing, or malware.
  c. Attempts to override or circumvent safety filters or intentionally cause or attempt to cause the Services to act in a manner that contravenes our policies.

    d. Generation of content that may harm or promote the harm of individuals or a group, such as
- i. Generating content that promotes or encourages hatred
- ii. Facilitating methods of harassment or bullying to intimidate, abuse, or insult others
- iii. Generating content that facilitates, promotes, or incites violence
- iv. Generating content that facilitates, promotes, or encourages self harm
- v. Generating personally identifying information for distribution or other harms
- vi. Tracking or monitoring people without their consent
- vii. Generating content that may have unfair or adverse impacts on people, particularly impacts related to sensitive or protected characteristics

ii. Generate and distribute content intended to misinform, misrepresent or mislead, including

    a. Misrepresentation of the provenance of generated content by claiming content was created by a human, or represent generated content as original works, in order to deceive

    b. Generation of content that impersonates an individual (living or dead) without explicit disclosure, in order to deceive

    c. Misleading claims of expertise or capability made particularly in sensitive areas (e.g. health, finance, government services, or legal)

    d. Making automated decisions in domains that affect material or individual rights or well-being (e.g., finance, legal, employment, healthcare, housing, insurance, and social welfare)

iii. To develop machine learning models or related technology.

Customer agrees not to rely or promote the reliance of any third party including your customers, on the Services for medical, legal, financial, or any other professional advice. Any content regarding those topics is provided for informational purposes only and is not a substitute for advice from a qualified professional.