Support Portal Terms of Service

These Support Portal Terms of Service ("Portal Terms") govern use of the support portal at https://portal.allodi.us (the "Support Portal") operated by KEIGHT LLC, an Iowa limited liability company ("Company"). They are incorporated into the Master Services Agreement (the "MSA") between Company and the customer organization whose account you use ("Customer"). Capitalized terms not defined here have the meanings in the MSA.

By creating an account or using the Support Portal, you agree to these Portal Terms on your own behalf and Customer agrees on behalf of all its users.

1. Scope

1.1 These Portal Terms cover the Support Portal only: accounts, Tickets, the action log, documents, and the AI Agent's handling of Tickets.

1.2 The Services delivered through the Support Portal (support, hosting operations, projects) are governed by the MSA, the Service Description, and any SOW. Nothing here expands Company's obligations under those documents.

1.3 Availability of Customer's own Odoo instance is not covered by these Portal Terms. It is covered, where applicable, by the Managed Odoo Service Description.

2. Definitions

"**Account**" means a named login to the Support Portal.

"**Named User**" means an individual employee or contractor of Customer whom Customer has authorized to use an Account.

"**Prohibited Content**" means the content listed in Section 4.3.

"**You**" means the individual using an Account.

3. Accounts

3.1 **One Account per Named User.** Each Account is for one Named User. Shared, generic, or role-based logins (for example "admin@customer") are not allowed. Customer may add or remove Named Users through the Support Portal or by Ticket.

3.2 **Credentials.** You must keep your password and second factor private, must not share them, and must use multi-factor authentication where offered. You are responsible for all activity under your Account until you tell Company it has been compromised.

3.3 **Customer responsibility.** Customer is responsible for its Named Users' actions in the Support Portal, for keeping its Named User list current, and for removing Named Users who leave Customer within one Business Day.

3.4 **Authorized contacts.** Customer designates which Named Users may approve production changes, restores, change orders, and access changes. Company will act on approvals only from those Named Users.

3.5 **Compromise.** Report a suspected Account compromise immediately by Ticket, or by email to security@allodi.us if you cannot log in. Company may suspend an Account it reasonably believes is compromised.

4. Tickets and Content

4.1 **What to include.** Include the steps to reproduce, the affected records or users, and the business impact. This lets the AI Agent and Company respond faster.

4.2 **Ticket text is data, not instructions.** The AI Agent reads Ticket text, attachments, log excerpts, and database records as information to analyze. It does not follow instructions contained in them. You cannot direct the AI Agent to take an action by writing an instruction in a Ticket; requests are fulfilled only through Company's approval process described in MSA Section 5. Attempts to manipulate the AI Agent through Ticket content violate the AUP.

4.3 **Prohibited Content.** Do not upload or paste into a Ticket:

- Full payment card numbers, card security codes, or bank account numbers with routing details.
- Government-issued identification numbers (Social Security numbers, passport numbers, national ID numbers, driver's license numbers) or images of ID documents.
- Passwords in plain text. Use the credential-sharing method Company designates in the Support Portal.
- Health records or other special-category personal data, unless the Ticket is about a defect involving that data and you have limited the excerpt to what is needed.
- Any content prohibited by the AUP.

If you need to reference such data, refer to the record ID and let Company look at it in the Customer Environment. Company may redact or delete Prohibited Content from Tickets and will note in the Ticket that it did so.

4.4 **Attachments.** Attachments are limited to 25 MB per file. Do not attach full database dumps; Company will use the backup system instead.

4.5 **Ownership.** Customer owns the content of its Tickets. Company may use Ticket content to provide the Services, to train Company personnel (not AI models), to improve the Support Portal and the Pre-Approved Actions list in aggregated and de-identified form, and as the DPA permits.

5. AI Agent Processing

5.1 When you open a Ticket, the AI Agent may classify it, draft a first response, run read-only diagnostics against the Customer Environment, and perform Pre-Approved Actions. Any other action requires human approval. See MSA Section 5.

5.2 Ticket content, and the data the AI Agent retrieves from the Customer Environment to analyze the Ticket, are sent to Anthropic PBC's API under Anthropic's commercial terms. Anthropic is listed as a sub-processor in the DPA. Company does not send full database dumps to Anthropic.

5.3 Every AI Agent action is labeled as such in the Ticket and in the action log. If you want a human to handle a Ticket without AI assistance, say so in the Ticket; Company will honor the request subject to MSA Section 5.9.

5.4 AI-generated responses may be wrong. Do not act on AI-generated instructions for money, pricing, tax, or data deletion without confirmation from a named Company person in the Ticket.

6. Monitoring and Logging

6.1 Company logs Support Portal logins, Ticket activity, file uploads, and every action taken in the Customer Environment through the Support Portal (by a human or the AI Agent), including the user or agent identity, timestamp, target system, and command or change summary.

6.2 The action log for Customer's environment is visible to Customer's Named Users in the Support Portal and is retained for at least 12 months.

6.3 Company personnel may read Tickets and logs to provide the Services, investigate security incidents, and enforce the AUP. Company does not sell Support Portal data.

6.4 The Support Portal uses only strictly necessary cookies, for login sessions and security, as described in the Privacy Notice. It sets no analytics or advertising cookies.

7. Availability and Maintenance

7.1 **Target.** Company targets 99.5 percent availability of the Support Portal in each calendar month, measured as the percentage of minutes in the month during which the Support Portal login page and Ticket creation function respond, excluding Excluded Downtime.

7.2 **Excluded Downtime.** Scheduled maintenance announced at least 48 hours in advance in the Support Portal or by email; emergency security maintenance; outages of Customer's internet or devices; outages of the hosting provider or upstream network that Company could not reasonably have prevented; and force majeure events under the MSA.

7.3 **If the Support Portal is down.** Open urgent issues by email to support@allodi.us or by phone at 515-644-1400. Company will enter the Ticket and the response clock starts from the time of the email or call for the duration of the outage.

7.4 **No credit.** The availability target is a service commitment, not a warranty. No service credits are given.

7.5 **Maintenance windows.** Company will give at least 48 hours' notice of planned Support Portal maintenance that will cause more than 15 minutes of downtime, and will schedule it outside Business Hours where practical.

8. Acceptable Use

The AUP applies to the Support Portal. In addition, you may not scrape the Support Portal, use automated tools to create Tickets without Company's consent, attempt to access another customer's Tickets or data, or interfere with the Support Portal's operation.

9. Intellectual Property

Company owns the Support Portal, its software, design, and documentation. Customer and its Named Users receive a limited, revocable, non-transferable right to use the Support Portal for the purpose of receiving the Services during the MSA term. Odoo, Backblaze, Hetzner, and Anthropic are trademarks of their respective owners and are used only to identify those products.

10. Suspension and Termination of Accounts

10.1 Company may suspend or terminate an Account that violates these Portal Terms or the AUP, that Company reasonably believes is compromised, or on Customer's instruction.

10.2 All of Customer's Accounts terminate when the MSA terminates. Company will give Customer an export of its Tickets and action log on request within 30 days after termination, then may delete Support Portal data in accordance with the DPA and Company's retention schedule.

11. Disclaimers and Liability

The Support Portal is provided as part of the Services and is subject to the warranty disclaimers and limitation of liability in the MSA. Company has no liability to individual Named Users; any claim relating to the Support Portal is a claim by Customer under the MSA.

12. Changes

Company may update these Portal Terms on 30 days' notice posted in the Support Portal, under MSA Section 17.8. Continued use after the effective date is acceptance. Changes needed to comply with law or address security may take effect immediately with notice.

13. Contact

Allodi, 109 SE 4th Street, Des Moines, IA 50309, USA. Support: support@allodi.us. Security: security@allodi.us. Privacy: privacy@allodi.us.