TEJMA

Terms of Service

TEJMA LLC · TEJMA DISPATCHER · TERMS OF SERVICE

These Terms of Service (the "Terms") govern access to and use of **Tejma Dispatcher**, the message-ingestion and task-automation service operated by Tejma LLC ("Tejma", "we", "us"), a Nevada limited liability company based in Reno, Nevada. The service ingests messages from channels you connect, extracts and routes the tasks they contain, and executes approved tasks with AI agents you configure. By creating an account, joining an organization, or using the service, you agree to these Terms.

Effective August 31, 2026 · Last updated August 31, 2026 · Reno, Nevada

1. Acceptance and Parties

Business service. **Tejma Dispatcher** is a business tool offered to companies and professionals (each organization, a "Customer"). The person who founds an organization, or accepts these Terms on its behalf, represents that they have authority to bind that organization. Each member of an organization (a "seat" or "user") is also bound by these Terms when they sign in.

Administrators act for the organization. Organization admins manage members, subscriptions, billing plans, and the organization's AI credentials. Actions taken by an admin — inviting members, selecting plans, purchasing credits, cancelling a subscription — bind the Customer.

Changes to these Terms. We may update these Terms from time to time. Material changes will be notified through the service or by email to organization admins at least 14 days before they take effect; continued use after the effective date constitutes acceptance. The date at the top of this document reflects the latest revision.

2. The Service

What the service does. **Tejma Dispatcher** receives messages from sources you connect — email mailboxes, Slack channels, Discord channels, and MCP (Model Context Protocol) clients — and stores them, together with their attachments and files, in your account. AI workers then split each message into individual tasks, route each task to one of your configured agents, and, once a task is approved, execute it automatically using that agent's skill instructions, the MCP connectors you have registered, and any outbound channels you have linked to the agent.

You direct the automation. Agents, their skill instructions, their connectors, and their outbound channels are created and configured by you. Tasks routed to an agent execute only after approval under your account's settings, and tasks routed to the built-in User Input agent always wait for a human. You are responsible for what your agents are instructed to do and for the tools you give them access to.

Outbound messages. Where you link outbound channels to an agent, the service can send messages on your behalf through those channels (for example replying in a Slack channel or sending an email through a connected mailbox). Messages sent this way are sent at your direction and are your responsibility, including compliance with anti-spam laws and the rules of the workspace or mailbox they are sent from.

Service evolution. We may improve, modify, or discontinue features of the service. If we discontinue the service entirely, we will give organization admins at least 30 days' notice and a way to export Customer Content.

3. Accounts and Organizations

Sign-in. Authentication is provided through WorkOS AuthKit. You are responsible for safeguarding your credentials and sessions; admins can revoke member sessions, reset passwords, and deactivate members at any time.

Data isolation. Every message, task, agent, connector, channel, and document belongs to exactly one user. Organizations exist for billing and administration: members of the same organization do not see each other's data through the service, and identifiers belonging to another user behave as if they do not exist.

Accurate information. You agree to provide accurate account and billing information and to keep it current. We may suspend accounts that provide false information or that we reasonably believe are being used fraudulently.

4. Your Anthropic API Key and AI Usage

You bring your own AI account. Every AI call the service makes on your behalf — task extraction, task routing, and task execution — is billed to an Anthropic API key owned by your organization (or a per-user key override set by your admin), never to a shared Tejma key. Your organization provides its Anthropic API key when it is founded, and your AI usage is charged by Anthropic directly to your Anthropic account, at Anthropic's rates, outside these Terms.

Anthropic's terms apply to you. Because AI processing runs under your own Anthropic account, your use of the service must comply with Anthropic's Commercial Terms of Service and Usage Policy. A violation of Anthropic's terms through the service is a violation of these Terms.

Key handling. API keys are write-only secrets: they are encrypted before storage (AES-256-GCM), decrypted only at the moment of an AI call, and are never returned by any endpoint. Admins may rotate or replace keys at any time; the new key applies from the next call.

5. Subscriptions, Billing, and Payment

Per-seat plans. The service is subscription-gated per seat: each member of your organization carries a billing plan that sets that seat's monthly task-execution quota and caps on connected channels and enabled agents. Plan pricing and inclusions are shown in the plan catalog in the dashboard. AI usage is deliberately not part of the plan price — it bills to your own Anthropic key, at cost, as described above.

Monthly cycles, day-based proration. All seats share the organization's monthly billing cycle. A seat's charge for a cycle is prorated strictly by whole UTC calendar days on each plan it held during the cycle, so mid-cycle joins and plan changes bill fractionally by day. The admin billing view itemizes every segment, and any amount collected through Stripe matches that view to the cent.

> **Upgrades apply — and bill, prorated — immediately. Downgrades and cancellations take effect at the end of the paid cycle.**

The current cycle is always already paid for: a downgrade keeps the seat's plan until the cycle ends, and a cancellation keeps every seat's paid plan live until the cycle ends and stops charges from the next cycle on. Neither generates a partial-cycle refund.

Payment through Stripe. Where card payment is enabled, subscriptions and credit purchases are collected through hosted Stripe Checkout pages and recurring Stripe subscriptions. Card details are

entered on Stripe's pages and never touch Tejma's systems. Stripe renews subscriptions monthly in advance and retries declined payments; if payment ultimately fails, we may suspend paid features until payment is collected. Where Stripe is not enabled for your organization, charges are invoiced and collected out of band on the same terms.

What is metered. One quota unit is one task execution billed to the task owner's seat when the task is first picked up for execution. Automatic crash-recovery redeliveries and transient-error retries of an already-billed task are not billed again; a manual retry you request starts a new billed attempt. Message ingestion, task extraction, and task routing are not metered against the quota.

Soft limits. When a seat's quota is spent and no overage credits apply, nothing is lost: ingestion and routing keep running and queued fresh tasks simply wait until the cycle rolls over, the plan changes, or credits arrive. Executions already paid for are never held back.

Seats and deactivation. Deactivating a member does not by itself end that seat's subscription — the admin should also move the seat to the free plan to stop future charges. Fees already paid are non-refundable except where required by law or expressly stated otherwise.

Price changes. Plan prices may change; changes apply from your next billing cycle and never retroactively. Admins will be notified before a price increase affects their organization.

6. Overage Credits

Prepaid, pooled, opt-in. Organizations may opt into pay-per-task overage. Past a seat's quota, each execution consumes one prepaid overage credit from the organization's shared pool. Credits are purchased at the highest overage rate among the organization's current seat plans, and completing a credit purchase switches the overage opt-in on.

Ledger. Every balance change — purchases, grants, per-task consumption, corrections — is journaled, and the ledger is available to admins in full. Credits are granted only after payment is actually collected; an abandoned checkout grants nothing.

No cash value. Credits have no cash value, are not transferable between organizations, and are non-refundable except where required by law. Disabling the overage opt-in stops further consumption but does not forfeit the remaining balance.

7. Connected Channels and Customer Content

Your authority to connect. Connecting a channel — an email mailbox, a Slack channel, a Discord channel — causes the service to receive, store, and process the messages and files that flow through it, including messages written by people other than you. You represent that you are authorized to connect each channel and to have its content processed as described in these Terms and the Privacy Policy, and that you have provided any notices and obtained any consents required by the laws that apply to you and by the rules of the connected workspace or provider.

Customer Content is yours. All messages, attachments, documents, thread transcripts, tasks, agent skills, and task outputs in your account ("Customer Content") belong to you. You grant Tejma a limited, non-exclusive license to host, copy, transmit, and process Customer Content solely to provide, secure, and support the service. We do not sell Customer Content, use it for advertising, or use it to train AI models.

Retention by design. Attachments and files are stored as documents on their message precisely so tasks keep working after the originating email, chat message, or channel connection is gone.

Disconnecting a channel stops new ingestion but does not delete already-stored content; deletion controls are described in the Privacy Policy.

The service is not an archive. The service stores content to run your automation, not as a system of record or a backup service. Keep originals in their source systems.

8. Acceptable Use

You agree not to use the service, including its agents and outbound channels, to:

- send spam, bulk unsolicited messages, or messages that violate the CAN-SPAM Act, the TCPA, or equivalent laws where recipients are located;
- violate the terms, policies, or rate limits of a connected provider (Slack, Discord, your email provider) or of Anthropic;
- connect mailboxes, workspaces, or channels you are not authorized to connect, or ingest content you have no right to process;
- transmit malware, attempt to breach or probe the service's security, or access another tenant's data;
- process content that is unlawful, infringing, or that you lack the rights to process;
- resell, sublicense, or white-label the service without a separate written agreement with Tejma;
- use the service to build a competing product by systematic extraction of its functionality.

We may suspend or throttle accounts engaged in the above, and will notify the organization admin where the law and the circumstances allow.

9. AI Outputs and Human Review

AI can be wrong. Task extraction, task routing, and task execution are performed by AI models. Outputs may be inaccurate, incomplete, or unsuitable for your purpose, and identical inputs may produce different outputs. The approval step exists so that a human reviews what will be executed: you are responsible for reviewing tasks before approval and for reviewing agent output before relying on it, especially where it triggers outbound messages or actions through your MCP connectors.

No professional advice. Outputs are not legal, financial, medical, or other professional advice. You retain full responsibility for decisions made and actions taken based on the service's output.

10. Third-Party Services

The service interoperates with third-party services under their own terms: WorkOS (authentication), Anthropic (AI processing under your key), Stripe (payment processing), Nylas (email connectivity), Slack, and Discord, plus any MCP connector servers you register. Your use of each is governed by that provider's terms, and their availability is outside our control — an outage, API change, or account action at a provider may interrupt the corresponding feature. MCP connectors you register are third-party services chosen by you; Tejma does not review, endorse, or assume responsibility for them or for what your agents do through them.

11. Privacy and Data Protection

Our Privacy Policy describes what we collect, how we use it, how long we keep it, and the rights available to you; it is incorporated into these Terms. Where the Customer's use of the service involves personal data subject to the GDPR, UK GDPR, or similar laws, our Data Processing

Agreement applies and is incorporated by reference; Tejma acts as the Customer's processor for Customer Content.

12. Suspension and Termination

By you. Admins may cancel the organization's subscription at any time (effective at the end of the paid cycle, as above), disconnect channels, deactivate members, and delete content. You may stop using the service at any time.

By us. We may suspend or terminate access for material breach of these Terms, non-payment after notice, legal requirement, or a genuine security risk. Where practicable we will notify the organization admin and give an opportunity to cure before termination.

After termination. Upon termination, you may request an export of your Customer Content within 30 days; after that window we may delete the organization's data in the ordinary course, as described in the Privacy Policy. Sections that by their nature survive — ownership, disclaimers, liability limits, and payment obligations accrued before termination — survive.

13. Disclaimers and Limitation of Liability

Disclaimer. The service is provided "as is" and "as available." To the maximum extent permitted by law, Tejma disclaims all warranties, express or implied, including merchantability, fitness for a particular purpose, non-infringement, and any warranty that the service or its AI outputs will be uninterrupted, error-free, or accurate.

Liability cap. To the maximum extent permitted by law, neither party's aggregate liability arising out of or relating to the service will exceed the amounts the Customer paid to Tejma for the service in the twelve (12) months before the event giving rise to liability, and neither party is liable for indirect, incidental, special, consequential, or punitive damages, or for lost profits, revenue, or data. These limits do not apply to a party's willful misconduct, to the Customer's payment obligations, or to either party's liability that cannot be limited by law.

Indemnity. The Customer will defend and indemnify Tejma against third-party claims arising from Customer Content, from channels connected without authority, or from use of the service in violation of these Terms or applicable law.

14. General Terms

Governing law and venue. These Terms are governed by the laws of the State of Nevada, excluding its conflict-of-laws rules, and disputes will be resolved in the state or federal courts located in Washoe County, Nevada, which both parties consent to.

Miscellaneous. These Terms, together with the Privacy Policy, the Data Processing Agreement (where applicable), and any ordered plan, are the entire agreement regarding the service and supersede prior discussions. Neither party may assign them without consent, except to a successor in a merger or asset sale. If a provision is unenforceable, the rest remains in effect. A failure to enforce is not a waiver. Notices to Tejma go to Tejma LLC, Reno, Nevada, at the contact below; notices to the Customer go to its organization admins through the service or email on file.

Matej Meciar · Tejma LLC
925-963-4257 · ai.assistants@tejmallc.com · tejmallc.com