awork AI – Product Description

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This product description sets out the functionality and scope of services of awork AI. It supplements the General Terms and Conditions of awork GmbH, in particular Part B – awork AI. The booked AI plan and the scope, price and term details agreed upon booking are also decisive.

1. awork AI

awork AI is a separately bookable AI software for processing information, creating and editing content, and supporting and executing workflows. It includes in particular:

- awork Agent, Custom Agents, Skills and Memory
- Projects, Docs and files for organising and providing context
- supported AI models, tools and connections, and the integration of external systems
- manually or automatically triggered Agent Runs and the execution of supported actions

awork AI can be used without a subscription to the project management software awork. In this case, classic project management functions, in particular task management, resource planning and time tracking, are not part of the service. Functions may vary depending on the AI plan, technical scope and user permissions.

2. Workspace Plans and AI Plans

awork AI is offered in the Business and Enterprise workspace plans. Separate fees and individually agreed services may apply to Enterprise. Within a workspace, different AI plans can be booked for users.

AI Plan	Credits per user / month
Starter	1,750
Plus	3,500
Pro	7,500
Max	16,000
Ultra	64,000

Booked AI licences and their assignment to users are managed separately. Changing an assignment or deactivating a user does not automatically reduce the number of booked licences. The available terms, prices and payment conditions result from the booking.

3. awork AI Credits

Credits are technical usage units with no monetary value. They are generally provided per user in monthly credit periods, including for longer contract terms. Unused credits generally expire at the end of the respective credit period. Transfer between users or pooling across the workspace is not provided for unless expressly offered otherwise.

4. Credit Consumption

Credit consumption depends in particular on the AI model, the volume and complexity of the context processed, input and output, the processing steps, and the tools, connections and agents used. An AI operation therefore does not always consume the same number of credits. Failed or incompletely finished operations may also consume credits, to the extent AI resources have already been used. Information about usage and the remaining allowance is provided in the application.

5. Changes to the Consumption Logic

The calculation of credit consumption may change with models, providers, functions or technical architecture. Changes to the consumption logic and the treatment of material effects on the usable service volume are governed by the provisions in Part B of the GTC.

6. Use of the Credit Allowance

After the available credit allowance has been used, no additional usage-based fees are incurred automatically. Certain AI functions, in particular further runs of Custom Agents, may be restricted or paused until credits are provided again. For the awork Agent, technically restricted continued use with other models or a reduced range of functions may remain available.

7. Extension and Change of Usage Volume

Authorised users may, where offered, book additional AI licences or change existing assignments. Extensions may take effect during the contract term and be charged pro rata. If a higher AI plan is booked for a user, a new AI licence is booked for it; the existing AI licence remains in place, can be assigned to other users, and can be terminated or reduced only at the end of the respective contract term. Reductions of booked licence capacity generally take effect at the renewal date applicable for this purpose. The conditions stated in the booking process are decisive.

8. AI Models

awork AI supports AI models from various providers. The available models and their possible uses result from the application or the current product documentation. Part B of the GTC applies to their change and to the availability of model-dependent functions.

9. Agents, Memory and Automations

Agents can be configured with instructions, context, skills, tools and connections. Depending on the configuration, they can process or generate content, use connected systems and execute supported actions. Agent Runs can be started by users or configured triggers. Personal and project-related memory functions as well as the workspace context provided may be taken into account. Available functions and actions depend on the permissions granted in each case.

10. Tools, Connections and MCP

awork may offer its own and supported tools and connections. Where technically provided for, customers can connect external systems or MCP servers. The technical compatibility or permanent availability of any

third-party systems is not guaranteed. The contractual and data protection terms of the services connected by the customer additionally apply to them.

11. Trial

awork AI may be offered for a free trial. The current trial lasts 14 days and is not automatically converted into a paid subscription. Available functions, models, number of users and credits may differ from the paid offering; the specific scope is displayed before activation. During the trial, credits may be limited per workspace rather than per user, notwithstanding Section 3.

After the trial, paid AI functions are deactivated if no paid booking is made. The further availability, retention and deletion of data and configurations is governed by the applicable GTC, the relevant data protection agreements and statutory requirements.

12. Versioning and Contract Allocation

This Product Description is developed further in line with the service offering. Changes that materially affect the contractually relevant scope of services are treated in accordance with the GTC and documented with a new version number and effective date. Earlier versions are archived.

The overview below shows the published versions and their respective scope of application. The earlier add-on version remains applicable to correspondingly existing contracts; the new version does not replace it automatically.

Version	Validity	Scope / Archive
1.0	From publication	awork AI

For each contractual relationship, the Product Description effectively incorporated in each case remains decisive, unless a different version is effectively agreed.