

# Nokia AI Digital Assistant

Version: January, 2025

## Terms Of Use

### General Description

Nokia AI Digital Assistant can significantly enhance the efficiency and productivity of telecom engineers and network operations center (NOC) personnel. We have tailor-made the Nokia AI Digital Assistant for the telecom industry and trained it with a large collection of telecom-specific technical documentation. This conversational AI digital assistant is available as a service model with access to a comprehensive Nokia related knowledge library.

Nokia AI Digital Assistant enables:

- Access to relevant tools, documents and data sources through one easy-to-use interface, which saves time and significantly reduces the need for manual effort.
- Complex queries, which make it easy to find the right information instantly.
- Interactive conversations that leverage the powerful language model developed by Nokia Bell Labs and large language models from (Microsoft) Azure OpenAI.
- Providing image sources for enhanced troubleshooting

### Disclaimer

Nokia AI Digital Assistant is a computer program designed to help with customer enquiries about their support services. While we strive to ensure the accuracy and reliability of the information provided, we cannot always guarantee that the information is accurate, complete, or up to date. Nokia AI Digital Assistant is not a substitute for human judgment.

Users should exercise their own skill and knowledge with respect to the tool's outputs and should independently verify its outputs before relying on them.

### Limitation of Liability

Nokia shall not be liable for any errors or omissions, or for the results obtained from the use of the tool.

Nokia shall not be liable for any damages or losses resulting from the use of Nokia AI Digital Assistant, including but not limited to:

- Inaccurate or incomplete information provided by the digital assistant.
- Failure of the digital assistant to provide information or assistance.
- Any reliance placed on the information provided by the digital assistant.

- Any damages or losses resulting from the use of the information provided by the digital assistant. In no event will Nokia be liable for any consequential, incidental, indirect, special, or punitive damages or any loss of business profits or revenues.

For the sake of clarity, the limitations of liability set out in Section 3 above apply to the use of the Nokia AI Digital Assistant.

### **User Responsibilities**

You, the user, acknowledge that you have read and understood these terms of use and agree to use the digital assistant at your own risk. You are responsible for verifying the accuracy and completeness of any information provided by the digital assistant and for ensuring that the information is suitable for your purposes.

Users of Nokia AI Digital Assistant must ensure that they use it in an ethical manner, adhering to applicable laws and regulations, and avoiding any use that could cause harm or violate the rights of others. Nokia AI Digital Assistant is powered by (Microsoft) Azure OpenAI, respective terms of use apply.

### **Preview feature: Documentation experience with Generative AI**

This feature is provided as part of a preview program for evaluation and early use purposes. It is considered pre-release software, which means it may not function as intended or operate the same as the final version. The feature is offered "as-is," "with all faults," and "as available." Use of this feature may involve risks. Nokia may modify or discontinue the preview feature at any time without prior notice and is under no obligation to release it as a commercially available product. Maintenance, technical support, or updates are not guaranteed for this pre-release version.