

GLIXIN POLICY ENFORCEMENT (PE) API SERVICE AGREEMENT

1. GOVERNING TERMS

This Product is offered under the **Standard Contract for AWS Marketplace (SCMP)**. By subscribing to the Glixin PE API, the Buyer ("Customer") agrees to be bound by the terms of the SCMP, which are incorporated herein by reference. In the event of a conflict between this Service Agreement and the Glixin.com Master Service Agreement, the terms of this AWS Marketplace Agreement shall prevail for all subscriptions processed via AWS.

2. SERVICE SPECIFIC TERMS

Policy Parameters: Following subscription, Customer must access the Glixin Management Console at glixin.com to select the enforcement posture for each API key (Conservative, Balanced, or Aggressive).

Protection Scope: Service levels (Bronze, Silver, Gold) provide varying degrees of Fraud filtering. Advanced Scalper mitigation and high-velocity intent filtering are features of the **Vanguard, Sentinel, and Sovereign** tiers. Usage is metered per transaction as defined in the AWS Marketplace listing.

Firstness Principle: Glixin provides "First-in-Line" priority screening utilizing **patent-pending behavioral analysis and intent-filtering technology**.

3. TECHNICAL CHARACTERIZATION & AI LIMITATIONS

Glixin provides deterministic protocol validation and AI-driven characterization. The Customer acknowledges that these characterizations are probabilistic in nature. While engineered for high precision, Glixin does not warrant 100% accuracy.

Risk Acknowledgment: Glixin is not liable for "False Positives" (legitimate transactions characterized as BLOCK) or "False Negatives" (fraudulent or automated transactions characterized as ACCEPT). The final operational decision to execute or block a transaction rests solely with the Customer.

4. HIGH-VALUE SUPPORT & PROTECTION TIERS

Vanguard Level: Engineered for Fraud prevention. Includes enhanced behavioral screening and Priority technical support.

Sentinel Level: Engineered for Scalper mitigation. Features high-velocity intent filtering with near-zero latency overhead and a Dedicated Technical Liaison.

Sovereign Level: Our most comprehensive tier of "Firstness." Focuses on Hybrid attempts—thwarting complex attacks. Includes Custom AI model tuning and direct access to Glixin's engineering team.

5. INTELLIGENCE & METADATA DE-IDENTIFICATION

Glixin reserves the right to capture and utilize anonymized metadata derived from Service usage. This data is programmatically stripped of Personally Identifiable Information (PII). This aggregated intelligence is used for threat detection, system-wide performance tuning, and the improvement of patent-pending models. Data handling is further governed by the Glixin Privacy Policy at glixin.com/privacy.

6. SUPPORT & CAPACITY

Support is provided based on the selected Tier. Vanguard, Sentinel, and Sovereign levels include priority response times as detailed at glixin.com/support. Accounts reaching 100% of their AWS-metered Quarterly Cap may experience service suspension (403 Forbidden) until the start of the next calendar period or a tier upgrade.

7. CONTACT AND NOTICES

For support inquiries or notices:

Email: support@glixin.com

Website: glixin.com