

TeamViewer AI Credit Consumption Policy

Version as of 25 August 2026

TeamViewer AI Services are provided under Credit-Based License. This Policy governs how AI credits are consumed across TeamViewer AI capabilities. It supplements the AI Service provisions set forth in the TeamViewer EULA ((www.teamviewer.com/eula) and the applicable Product Specification (www.teamviewer.com/en/legal/product-descriptions).

AI Credit Consumption by Feature

AI Features	AI Credits Consumed
Session Insights	1 credit per session summary generated
Tia (<i>Contextual Assistance</i>)	1 credit per in-session chatbot usage instance
Tia Troubleshooting - Advanced packages (<i>e.g., Live Diagnostics, End-to-End Resolution</i>)	Tiered based on conversation size (see below <i>Advanced Packages</i>)
Tia Scripting	5 credits for initial script generation; 1 credit per refinement

Advanced Packages

For users assigned to an Advanced Package (e.g., Live Diagnostics, End-to-End Resolution), AI credit consumption for troubleshooting conversations is calculated based on cumulative message volume:

Conversation Size	Messages (Cumulative)	AI Credits Consumed	Approx. Conversations per 250-Credit Add-On
Small (S)	1–5	1	Up to 250
Medium (M)	6–10	2	Up to 125
Large (L)	11–15	3	Up to 83
Extra Large (XL)	16+	4	Up to 62

- A "**message**" means any user interaction with Tia (including a user prompt or a Tia call-to-action). Messages are counted cumulatively throughout the conversation, regardless of whether mode (e.g., Advise, Diagnose, or Resolve) is active.
- Credit deduction is based on the highest conversation-size category reached during a Tia Troubleshooting conversation. Once a conversation reaches a higher category, the corresponding credit deduction applies to the conversation as a whole and is not subsequently reduced. A conversation remains active until the session has been inactive for **30 minutes** (inactivity timeout). Any request submitted after an inactivity timeout commences a new conversation.
- Tia Troubleshooting incurs a minimum deduction of 1 AI credit, any Session Insights generated from that specific troubleshooting session are included at no additional AI credit cost. This inclusion applies only to Session Insights automatically generated in connection with that troubleshooting session and does not extend to separately initiated Session Insights.
- AI credits are deducted at the time the relevant AI functionality is initiated or executed, regardless of whether the generated output is subsequently downloaded, retained, or used by the Customer.

Updates to this Policy

TeamViewer may modify this Policy at any time to add new AI features, clarify existing definitions, or correct errors, without following the procedure in this section. Any modification that increases the credit cost of an existing conversation-size category, reduces the credits included in an allocation, or lowers a maximum credit cap is treated as a price increase for purposes of, and follows the procedure set out in, Section A.2.4 of the EULA.

A modification subject to Section A.2.4 applies prospectively only. It does not affect AI conversations commenced before the effective date and does not reduce the credit value of any credits already allocated or purchased for a preceding subscription period. Existing expiry terms for unused credits remain unaffected.