



## ONLINE SERVICE TERMS

### 1. INTRODUCTION

We provide you with various online services, including but not limited to Microsoft Office 365 services, Drop Suite backup services, GoSecure e-mail security services and Malwarebytes endpoint protection services. We work with a service provider (for example, Microsoft or Malwarebytes) to deliver these services to you, and we sign a fixed-term contract (including terms) with them. The service provider's terms are part of our agreement with you and apply to you.

For Microsoft, the terms are available at:

- [Microsoft Services Agreement](#)

For Drop Suite, the terms are available at:

- [Drop Suite Terms and Conditions](#)

For GoSecure, the terms are available at:

- [GoSecure End User License Agreement](#)

For Malwarebytes, the terms are available at:

- [ThreatDown by Malwarebytes End User License Agreement](#)

For other service providers, please check their website.

These online service terms also apply in addition to the other terms and policies in our [Trust Centre](#). If our terms conflict with the service provider's terms, the service provider's terms will prevail.

### 2. HOW WE PROVIDE YOU WITH ONLINE SERVICES

- 2.1. We provide the service on a best effort basis. Network conditions, maintenance, or third-party factors may affect your speed and service availability.
- 2.2. The service lasts for a fixed term and starts on the service activation date, which is the date on which we allocate the licenses to your tenant.
- 2.3. We will only activate or renew the service after we receive your payment.
- 2.4. You cannot downgrade, reduce, or cancel the service during the service term.
- 2.5. We will suspend the service if you pay late or do not pay and any costs associated with reinstatement of the service will be for your account.
- 2.6. We may assign or subcontract to deliver the service.

### 3. USE

You must use the service in line with any acceptable use policies and all applicable laws. Unlawful or abusive use may lead to suspension or termination (without prejudice to fees due by you).

### 4. LIMITATION OF LIABILITY

We are not liable for loss or damage resulting from suspension, deactivation or your request to downgrade, terminate, or delete services.

#### **5. PRICE VARIATION**

Prices are linked to the USD exchange rate and will fluctuate at time of invoice.

#### **6. YOU REMAIN LIABLE FOR CHARGES**

You remain liable for full payment of all fees for the entire fixed term even if

- you do not actively use, or under-utilize, the service, or
- the services are suspended, or
- the services are unavailable due to reasons outside the service provider's reasonable control.