

## Service Schedule – Microsoft 365 Cloud Services

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| Service Schedule Name: | Microsoft 365 Cloud Services from Cambridge Networks   |
| Version:               | 2.01   |
| Date Published:        | 21 Aug 2023  |
| Reference Location     | <a href="http://www.cambridgenetworks.co.uk/terms/m365-cloud-services-v2-01">www.cambridgenetworks.co.uk/terms/m365-cloud-services-v2-01</a> |

### Description of this service

As part of running IT for the Customer, Cambridge Networks may invoice the customer for Microsoft 365 and other Microsoft services. Microsoft has many offerings within the Microsoft 365 portfolio – from hosted E-mail, through hosted SharePoint, Microsoft Teams, and licensing of Office applications such as Word, Excel, PowerPoint. This Service Schedule will therefore not attempt to define them – each quote or Monthly Invoice will specify the Microsoft product name related to each part code, and the services included in that service will be as specified on Microsoft’s website.

The provision of the Microsoft services is subject to Microsoft’s EULA (End User Licence Agreement) or other agreements that Microsoft may procure from the Customer.

The provision of Microsoft 365 Services under this Service Schedule only includes the administration or management of Microsoft 365, if the Customer has a Master Managed Service Agreement with Cambridge Networks that includes the support of the customer’s Core IT systems.

### Details

1. A Microsoft 365 subscription will be indicated on a Quote or Monthly invoice by a partcode starting “TP-SVC-CL-MS-M365”
2. Microsoft 365 services renew on an annual 12-month basis, unless Customer has chosen a Monthly contract term, for which Microsoft charge a higher price.
  - a. If Customer has chosen an annual contract,
    - i. the price for any specific Microsoft 365 service will be fixed for that 12 month period.
    - ii. Additional licenses for that service can be added to that service at the agreed price for that 12 month period.
    - iii. The number of licenses cannot be reduced until the end of the 12 month term.
    - iv. A Microsoft 365 partcode with a 12 month contract period, billed monthly will end with “-C12M-B1M”.
    - v. A Microsoft 365 partcode with a 12 month contract period, billed annually in advance will end with “-C12M-B12M”.
  - b. If customer has chosen a monthly contract:
    - i. Microsoft may change the price at any point.
    - ii. The quantity can be increased or decreased each month by the Customer notifying Cambridge Networks in writing.
    - iii. A Microsoft 365 partcode with a 1 month contract period, billed monthly will end with “-C1M-B1M”.
3. At the end of a 12 month contract term, the Customer will be obliged to renew unless notice is given at least 30 days prior to the end of the Initial Term or Renewal Term. Cambridge Networks will provide a renewal Quote, which may included different options for length of term to renew for, which may have different Fees. The Customer must approve a renewal Quote at least 7 days before the expiry date, otherwise the Fees and renewal Term may be that which is enforced by the Third Party Supplier.
4. Microsoft regularly adds and changes features that are included in Microsoft 365, and therefore Cambridge Networks cannot warrant or guarantee that any feature will be appropriate to the Customer, nor that it’s availability will continue to work as expected.
5. The existence of a feature as referred to on Microsoft’s website does not mean that Cambridge Networks has configured that feature on the Customer’s Microsoft tenant.

Cambridge Networks reserves the right to charge for enabling or configuring some features, prior to them being available for use.

## **Terms**

All terms and definitions are as defined in “Cambridge Networks Master Service Terms”. At date of publication, Cambridge Networks Master Service Terms is version v2.01

<https://www.cambridgenetworks.co.uk/terms/Cambridge-Networks-MST-v2-01>