

Service Schedule – Third Party Cloud Services, Hardware and Software subscriptions (Except Microsoft)

Service Schedule Name:	Third Party Cloud Services, Hardware and Software Subscriptions (Except Microsoft 365)
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Description of this Service Schedule

As part of the running of the IT for the Customer, Cambridge Networks may provide the customer with a variety of 3rd party cloud services, and hardware or software subscriptions. If these are provided to the Customer they will be indicated on a Quote or Monthly Invoice with a partcode starting “TP-“.

This Service Schedule covers all 3rd party services and subscriptions except Microsoft services and subscriptions. Microsoft services and subscriptions are covered by a separate Service Schedule.

The provision of the Third Party Services and subscriptions is subject to any License or other terms as specified by the Third Party Supplier. Cambridge Networks will use best efforts to convey the key terms of these licenses or other terms to the Customer.

This Service Schedule aims to summarise key third party terms.

Details

1. Unless an alternate notice period is specified, Customer will be obliged to renew any cloud services and other third party services at their renewal date unless notice is given at least 30 days prior to the end of the Initial Term. Cambridge Networks will provide a renewal Quote, which may include different options for length of term to renew for, which may have different Fees. Customer must approve a renewal Quote before the expiry date, otherwise the Fees and renewal Term may be that which is enforced by the third party supplier.
2. Many third party providers stipulate an Initial Term for the first order. Unless specified otherwise in this Service Schedule or in the Approved Quote, the Initial Term will be 12 months.
3. Cambridge Networks cannot accept any liability for failure by a third party provider to deliver service to an acceptable quality. If Customer feels that a third party supplier is not meeting an acceptable quality, or not achieving stated Service Level Agreements that the third party supplier has indicated, then Cambridge Networks will use best efforts to request appropriate remedies or cancellation from the third party supplier, and will if successful pass on the remedy to the Customer.

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

www.cambridgenetworks.co.uk/terms/cambridge-networks-mst-v2-01