

Professional Email & Microsoft Office 365 Terms

Service Overview:

For service plans inclusive of “Professional Email” facilitated by Microsoft Office 365, the subsequent conditions are applicable:

- **Professional Email Definition:** The Professional Email feature offers an email hosting service, managed by our trusted partner, Microsoft Corporation (Microsoft). This is paired with a domain name you provide and register independently, termed as the 'Designated Domain Name'. Depending on your selected service plan, this may also encompass software licenses for specific Microsoft products (Microsoft Software). These licenses are available throughout the service duration and are rescinded upon service termination.
- **Domain Responsibilities:** You recognise and understand that the registration, upkeep, and renewal of the Designated Domain Name linked with the Service is solely your responsibility. Should the Designated Domain Name encounter issues, affecting the Service's operation, you consent to remain accountable for any continuing Service fees.
- **Mailbox Configuration:** We will establish and allocate your preferred email address mailboxes (Mailboxes) using the Designated Domain Name and inform you post-completion. For mailbox adjustments, please reach out to us. It might necessitate up to 3 business days for processing, and additional fees might be incurred for appending Mailboxes. Please note, the Service does not support alias email addresses (where one Mailbox has multiple addresses).
- **Technical Constraints:** The Designated Domain Name is exclusively configured for this Service, precluding its use with other email hosting solutions due to certain technical constraints.
- **Data Migration:** Support for data migration is not included in this Service. It's your responsibility to manage data backups and transitions between this Service and other email hosting facilities. We are exempt from accountability for potential data losses during these transitions.
- **Technical Support:** We offer technical support for setting up, accessing, and utilising your Mailboxes as part of this Service. However, Microsoft Software support might predominantly be through online resources.
- **Agreements & Compliance:** You confirm your understanding and agreement to the Microsoft Cloud Agreement and all other Microsoft-associated terms pertinent to this Service. You assure that all software, services, or data you utilise with this Service is rightfully yours, and your usage does not infringe any legal stipulations or third-party intellectual property rights.
- **Data Handling:** Microsoft's management, access, transfer, processing, and disclosure of your personal data, in line with these Service Terms, is something you acknowledge and grant permission

for.

- ☐ **Right to Enforce:** You understand and consent that Microsoft and its associated entities reserve the authority to enforce due adherence to these Service Terms.