

SERVICE SPECIFIC TERMS AND CONDITIONS - STORE.IT

These Service Specific Terms and Conditions (Store.IT) apply to your use of the Services in addition to the General Terms and Conditions for CloudSuite Services in respect of the following:

- cHybrid
- cGateway
- cWebHost
- cAppHost

Set Up and Configuration of Services

As soon as reasonably practicable after the Start Date we shall use our reasonable endeavours to set up the Store.IT Services in accordance with the Specification.

Allocated Resource

You will be allocated the Allocated Resource for the Store.IT Service which will comprise processor power, memory, disk storage and bandwidth. The allowance will vary dependent upon the hosting package you purchase.

If you persistently exceed the Allocated Resource we reserve the right to either (in our discretion)

- terminate the Store.IT Service; or
- suspend the Store.IT Service until you upgrade to a higher level package, and/or charge you an additional fee for over usage.

Service Levels

You acknowledge that the Store.IT Service allows you to store large amounts of Data on our Servers but that due to the nature of the Services we make no promise or guarantee in respect of the time taken by our Servers or any associated equipment to respond in respect of access to, or any download of, the Data.

Support

We will, as part of the Services and at no additional cost to you, provide you with our standard customer support services during Normal Support Hours in accordance with our Support Services Policy in effect at the time that the Store.IT Services are provided.

We may amend the Support Services Policy in our sole and absolute discretion from time to time. You may purchase enhanced support services separately at our then current rates.

Arrangements Following Termination

Subject to you having paid all outstanding Fees and having complied with clause 10.4.1 and 10.4.2 of the General Conditions (as applicable), you may request a file of your Data which we will make available to you for a fee. You must make such request within 30 days of termination. Following termination we shall have no obligation to maintain your Data.

Exclusions

You hereby acknowledge that except as included as part of your CloudSuite Solution the Store.IT Services do not include any back up or archiving services. Data stored on our Servers as part of the Store.IT Services shall be replicated in real time in accordance with the Specification.

You are solely responsible for any backup or archiving of Data and in the event any of your Data becomes corrupted, lost or damaged you are solely responsible for recovery of the same.