

Collab365 / UC365 | Microsoft

1. Service Level Agreement

- (a) Cenitex's commitments for uptime and connectivity will be as provided by Microsoft under the Microsoft Service Level Agreement for the applicable service, as published by Microsoft at <https://www.microsoft.com/licensing/terms>, and as updated by Microsoft from time to time.

2. Automatic Renewal

- (a) The service will renew automatically on a yearly basis until either the Customer or Cenitex terminate the service.

3. Licence

The Customer's use of the services is subject to:

- (a) the terms and conditions of an Enterprise Contract ("**Contract**") between Microsoft and Cenitex, dated 1 April 2023, which was entered into in accordance with the terms of the State Purchase Contract for the Supply of Microsoft Products ("**SPC**") between Microsoft and the Department of Premier and Cabinet ("**DPC**"), dated 1 April 2020; and
- (b) the Microsoft Product Terms, as set out at <https://www.microsoft.com/licensing/terms>, and as updated by Microsoft from time to time.

Please contact the Department of Government Services ("DGS") for a copy of the SPC, which includes privacy and data protection provisions in respect of the Microsoft services provided under the Contract. DGS contact details can be found at <https://www.buyingfor.vic.gov.au/microsoft-enterprise-agreement-contract>.