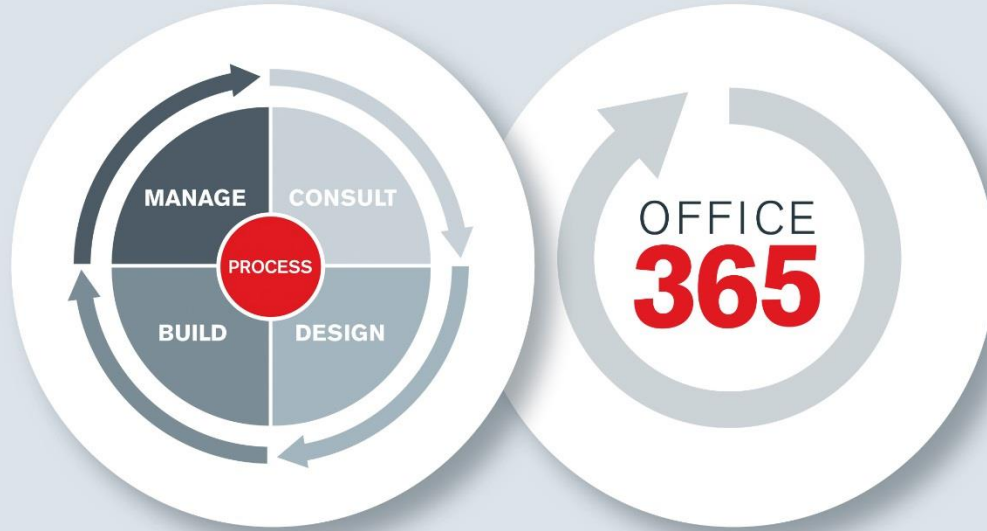


Claranet Service Description



Office 365

Provides a highly configurable Email, Collaboration and Unified Communications platform, hosted by Microsoft, that can be deployed for a customer organisation to transform the way they collaborate and work.

Version 10.4

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The Service Description

This Service Description describes the service Claranet provides and details your responsibilities in relation to this service. The Service Description forms part of the Agreement between the Parties and all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

Claranet reserves the right to adapt and evolve the Service Description in line with any changes made by Microsoft to their roadmap and service.

Service overview

Microsoft Office 365 (O365) is the name for Microsoft’s hosted collaboration services that are offered as an accessible monthly subscription.

To help align to your business needs, Office 365 offers a selection of plans that bundle together individual services and features into a single subscription. Alternatively, individual services can be taken as a standalone subscription. The Office 365 Plans offer a simple approach to consume hosted versions of Exchange, SharePoint, Skype for Business, OneDrive etc. and can include the latest Office applications for the devices you use the most.

The Microsoft Cloud Solution Provider program enables Claranet to directly provision, configure, support and bill your O365 subscriptions. Your tenant is hosted by Microsoft as part of the O365 global platform and will be created by default within a Microsoft UK datacentre. Claranet has no access or visibility of the underlying infrastructure but will work with Microsoft on your behalf to resolve any technical issues, should they arise.

O365 offers you the opportunity to adopt a best-of-breed technology approach that is pushing the boundaries of what is possible. You can simplify your IT whilst increasing the possibility for collaborative work that can help digitally transform your business. You can work easier, work together and worry less, all for a simple monthly subscription.

Microsoft and your service

Microsoft Terms and Conditions

The O365 service and Azure Active Directory are provided and hosted by Microsoft.

You should note that, as a cloud service, the features and functionality can change at any time. Microsoft follows a continual development process to enhance and release new features on a rolling monthly cycle.

Claranet reserves the right to amend this Service Description and service components in accordance with any changes implemented by Microsoft.

Microsoft publish a full roadmap of planned features and the stage of development or release they are in. This can be seen at:

<http://fasttrack.microsoft.com/roadmap>

Microsoft Cloud Agreement

As a Microsoft hosted service you also agree to adhere to Microsoft's Cloud agreement. This can be found at the link below:

[https://cmsresources.windowsphone.com/devcenter/en-US/downloads/partnercenter/CustomerAgreements/EMEA/MCA2015Agr\(EMEA\)\(ENG\)\(Jul2015\)\(PDF\).pdf](https://cmsresources.windowsphone.com/devcenter/en-US/downloads/partnercenter/CustomerAgreements/EMEA/MCA2015Agr(EMEA)(ENG)(Jul2015)(PDF).pdf)

Microsoft security

The Microsoft Trust Center is where Microsoft publishes all information on security. This includes the latest security certifications and data access requests that they receive from enforcement agencies. This can be found at:

<https://www.microsoft.com/en-us/TrustCenter/CloudServices/Office-365>

Microsoft O365 Service Descriptions

As the service is hosted by Microsoft and resold and supported by Claranet, this document is limited to outline the service that Claranet provides. For details of the supported features, functionality or Service Level Agreement of O365 services please refer to Microsoft's online documented Service Descriptions that can be found from the link below:

<https://technet.microsoft.com/en-us/library/office-365-service-descriptions.aspx>

Core service

The Claranet core O365 service includes the creation of your tenant, or setup of the reseller relationship with a pre-existing tenant, adding the subscriptions and creation of the initial admin account.

We also provide a core level of support that provides resolution and escalation for break-fix issues.

Office 365 subscriptions

Claranet will provision the subscription and the number of user licenses you order. You can have multiple subscriptions in a single tenant. Claranet can provide advice on the most appropriate O365 subscription type for your requirements.

Subscription pricing is fixed for 12 months and reviewed in-line with the market rate annually. Subscriptions are billed on a monthly basis.

Optional add-ons

Claranet provides several enhanced service options that can be added to the core Office 365 subscription service to meet the different business needs you may have.

Configuration and Setup

In addition to the core service setup, Claranet offers a configuration and setup service that enables you to get up and running quickly and provides you an orientation of the features and functionality that is available. Details of this service can be found in the Appendix: Optional add-ons

Email migration

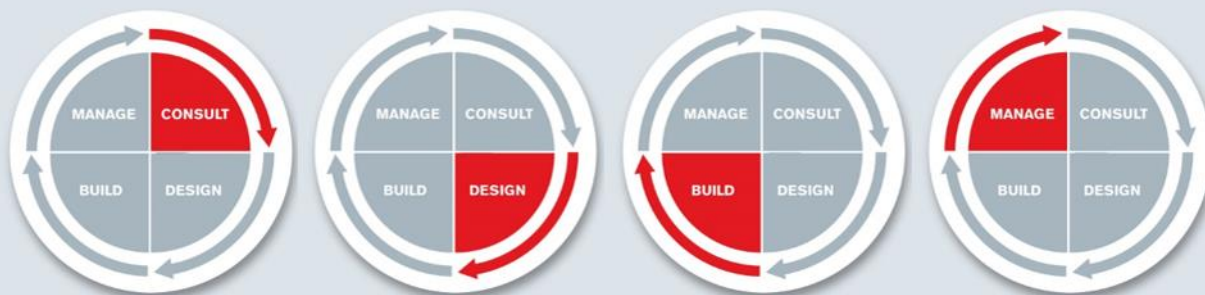
Claranet offers an email migration service if you are moving your email to O365. With the minimal impact on end users Claranet can migrate users from either a local email server or a hosted service. Details of this service can be found in the Appendix: Optional add-ons.

Advisory service

If you require ongoing advisory support beyond the core support service, Claranet offers an enhanced ongoing advisory service to support you with further configuration and management questions you may have in-life. Claranet provides this service to your O365 administrator and not directly to end-users.

Due to the self-service nature of the O365 service and the iterative release of new features and benefits, Microsoft provide an extensive range of documentation, videos and user guides to ensure that you have access to the latest information. As part of our service, Claranet will guide you to the relevant information you need.

Should you require additional resources for the ongoing management of your O365 service, Claranet can offer this for an additional charge based on our engineering time daily rate. For more information, please refer to your Account Manager.



Consult | Design | Build | Manage

Understanding your business is paramount to ensuring that you have the right solution for your business outcomes. The components within this description may be combined to provide the service required in order to satisfy your business outcomes.

Consult

Claranet's consulting process ensures that you have the right information, the right recommendations and the right service options available to you to achieve your business outcomes. In the Consult stage, Claranet will discuss your business requirements with you prior to recommending a solution. In many cases, using the O365 service may be part of a larger solution involving other application, connectivity or hosting services.

Design

Claranet will undertake to identify which elements and options are required and how they should be configured to meet your requirements. Your solution will normally be straightforward, but Claranet will offer advice as to the level of setup, configuration and management support that is best suited to you.

Claranet can provide a specialist design service that can be used at any time (including pre-contract) to help you in areas outside of the standard offering.

This additional specialist design service is optional and is a chargeable event based on a day rate for the service.

Build

The Build section covers the steps involving the configuration and installation of the full service according to the agreed specifications utilising one or more of these components. For more information relating to setup and migration, please see Appendix: Setup or Appendix: Email Migration

Manage

Once your service is up and running, Claranet can assist you in the ongoing configuration. Further details of this can be found in Appendix: Advisory service.



Appendices

Here you will find further information regarding the technical specifications of the service as well as standard procedures and agreements.

Appendix: Definitions

| Term | Definition |
|----------------------------|--|
| Email | Email, short for "electronic mail," is one of the most widely used features of the internet. It allows you to send and receive messages to and from anyone with an email address, anywhere in the world |
| Office applications | Suite of Microsoft Desktop applications such as Word, Excel, PowerPoint, Outlook, Publisher and One Note |
| Office Online | Office Online is the hosted version of the Office applications that are accessed via a web browser |
| Office 365 (O365) | Provides a highly configurable Email, Collaboration and Unified Communications platform, hosted by Microsoft, that can be deployed for a customer organisation to transform the way an organisation communicates |
| Tenant | The Tenant is your Office 365 account. Subscriptions are deployed to your tenant. You would normally only have a single Tenant, and subscriptions would only be deployed into a single tenant |

| Term | Definition |
|---------------------|--|
| Subscription | The subscription is the service or service plan that you subscribe to such as Exchange Online, Business Premium or E3. |
| License | The license is the quantity, normally in users, that is needed for the subscription |

Appendix: Service Options Comparison

The service has several options that can be combined to suit your needs. If you take one of the additional add-on services to the core subscription, you can see the additional items that Claranet provides.

Further details can be found in the relevant Appendix section below.

Service components

| Item | Core Subscription | Setup & Configuration | Email Migration | Advisory service |
|--|-------------------|-----------------------|-----------------|------------------|
| Create the tenant | ✓ | ■ | ■ | |
| Advise on product suitability | ✓ | ■ | ■ | |
| Add subscriptions | ✓ | ■ | ■ | |
| Remove subscriptions | ✓ | ■ | ■ | |
| Amend subscriptions | ✓ | ■ | ■ | |
| Basic support | ✓ | ■ | ■ | |
| Escalation to Microsoft | ✓ | ■ | ■ | |
| Create the primary admin | | ✓ | ■ | |
| Create up to 5 pilot users | | ✓ | ■ | |
| Basic guidance on setup | | ✓ | ■ | |
| Add the customer's domain (if managed) | | ✓ | ■ | |
| Support during 2 week setup | | ✓ | ■ | |

| Item | Core Subscription | Setup & Configuration | Email Migration | Advisory service |
|--|-------------------|-----------------------|-----------------|------------------|
| Create the user (non Azure User Connect) | | | ✓ | |
| Assign licenses | | | ✓ | |
| Migrate the email data | | | ✓ | |
| Switch over DNS (if Claranet hosted) | | | ✓ | |
| Provide Outlook profile configuration | | | ✓ | |
| Perform automated testing of migrated data | | | ✓ | |
| Provide a summary report | | | ✓ | |

✓ Standard ■ Required

Advisory support

| Item | Core Subscription | Setup & Configuration | Email Migration | Advisory service |
|---|-------------------|-----------------------|-----------------|------------------|
| Configuration support on Exchange | | | | ✓ |
| Configuration support on Skype for Business | | | | ✓ |
| Configuration support on Azure active directory | | | | ✓ |
| High level suggestions and guidance | | | | ✓ |
| Guidance on Azure Connect | | | | ✓ |
| Guidance on ADFS and SSO | | | | ✓ |

The Advisory support option will depend on your individual needs and the service and/or add-ons that you have taken.

Appendix: Core Service

The Core service provides you a foundation to roll out O365 in your business if you have the resources to self-manage the move. The tables and sections below outline what is included in this service and the key sources of information that you might need.



What Claranet will do

Provide advice on the suitability of the different subscriptions for the customer's needs. Creation of the O365 tenant, add, subtract or change subscriptions purchased through Claranet. Provide break-fix support and escalation to Microsoft if required for any problems with the service.

Create your tenant on the O365 platform and create a single Administrator account.



What you will do

Create user accounts, assign the licenses to end users, support and configure the service, support your end users.

Configure and deploy the O365 service including adding domains, users and services.

Administrator roles and responsibilities

Your administrator roles within the O365 tenant are the only roles within your organisation that are authorised to access the Admin section of O365 portal. Your administrators are expected to have the skill and knowledge to be able to implement any advice provided by Claranet. The administrator's role is to be:

The role of the O365 administrator

- Responsible for Service administration and account maintenance
- The primary contact(s) that sets up and supports each Service user
- Provide user account setup and configuration to allow users access to the Services.
- To provide assistance to your users
- Address client connectivity, client software, and mobility installation issues.
- Address Service availability issues within your organisational span of control.
- Use self-service support resources to resolve support issues

If you are experiencing a service issue Claranet will help to triage this issue and escalate to Microsoft, on your behalf if necessary.

If Claranet provides guidance and advice as part of the Advisory service option it is the responsibility of your administrator to execute on any advice provided.

You are not able to raise support tickets directly with Microsoft for any services that you have bought from Claranet.

Help and Support

General sources of information

Due to the self-service nature of the O365 service, and the iterative release of new features and benefits, Microsoft provide an extensive range of documentation, videos and user guides to ensure that you have access to the latest information.

There are several information sources available from both Claranet and Microsoft. The following table outlines the best sources of information available.

Support information sources

| Microsoft support for Business and Enterprise | Microsoft |
|---|-----------------------|
| 99.9% Service Level Agreement | Microsoft O365 portal |
| Service Health Dashboard | Microsoft O365 portal |
| Planned maintenance schedule | Microsoft O365 portal |
| Community self-help support | Microsoft Online |
| Self-help trouble-shooters | Microsoft Online |
| Raising support tickets | Claranet Online |
| Raising Advisory tickets* | Claranet Online |
| Pre-sales support | Account Manager |
| Accounts and billing support | Account Manager |
| Self-help trouble-shooters | Microsoft Online |

*Available as part of the Advisory Service.

Appendix: Optional add-ons

Configuration and Setup Option

The table below outlines the actions or advice that Claranet will provide as part of the of this service option. Some of the actions listed will require input from both parties to allow the completion of the task.



What Claranet will do

In addition to the Core service Claranet will also create up to five pilot users, add and configure your customer's domain (if managed by Claranet) or provide guidance (if the domain is not managed by Claranet) and provide support for the basic configuration of the tenant, portal and core service of Exchange, Skype for Business, One Drive and provide information on the deployment of Office applications if available as part of your subscription. Claranet will provide a short window of advisory services post setup if you have not ordered the Advisory service.



What you will do

Reset the passwords on login, add users, assign the licenses to users, familiarise yourself with the online documentation, manage end user deployment, configure the service to your business.

The table below outlines the actions or advice that Claranet will provide as part of this service option. Some actions will require joint input to allow the completion of the task.

| Component | Responsibility |
|--|----------------|
| Creating the O365 Tenant | Claranet |
| Creating a customer account with Administrator Access | Claranet |
| Setting up pilot users | Claranet |
| Creating users accounts | Collaboration |
| Adding domains | Claranet |
| Configuring DNS records | Claranet |
| Configuring and installing Office applications | Customer |
| Configuring email clients and mobile devices | Customer |
| Domain setup and re-delegation | Customer |
| Service configuration issues | Collaboration |
| Active directory synchronisation | Collaboration |
| Skype for Business: Configuration and default setup for Skype for Business | Collaboration |
| Exchange: Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox) | Collaboration |
| Exchange: Autodiscover configuration | Collaboration |

Email Migration Option

With this service option Claranet will work alongside you to plan and migrate your users email from your current system to O365. The table below outlines the actions or advice that Claranet will provide as part of the service.

What Claranet will do

Plan the migration with you, create the user accounts or provide guidance to configure Active Directory integration using Azure Connect. Assign licenses, migrate the email data, switch over DNS (if the DNS is Claranet hosted), provide an outlook profile configuration process and perform automated testing of the migrated data. We will work with you to resolve any anomalies in the process if found.

What you will do

Setup and configure Azure Connect, provide administrator credentials to the current email service, test the migration, support and communicate with users about the process, configure the end user clients, be available to answer questions and make any changes as requested by Claranet.

Advisory Service Option

This service covers the following O365 features only: Exchange, Skype for Business, Office Desktop deployment, Office Online, OneDrive and general O365 Tenant administration.

With the Advisory service option, your advisory tickets will be passed on to our O365 support specialist team to review.

What Claranet will do

Provide advice and guidance to your questions from our O365 technical specialists including admin centre guidance, guidance & troubleshooting of the setup and config of the primary subscription service, Direction to self-help Microsoft articles, Escalation to Microsoft, Information on new features and changes, sharing of best practice in resolving common issues.

What you will do

Review the advice given and check potential impact on your systems or processes. Execute the desired changes. Manage and support the end users and client devices.

The Advisory service is limited to provide guidance based on standard configurations. Your environment will be unique to you and it is your responsibility to be able to take the information or guidance from Claranet and apply it to your situation. If you need further support, beyond the guidance provided as part of this service, additional engineering time can be arranged by your Account Manager and billed on a daily rate

Appendix: Additional Information

O365 Billing

Office 365 subscription pricing is fixed for 12 months. This is reviewed on the anniversary date of when the subscription was deployed and adjusted up or down inline with published market rates from Microsoft. In the event of your having multiple subscriptions, each will be reviewed on their respective anniversary and adjusted.

Amendments to the number of subscription licences

Additional subscription licences can be added or removed above your committed level by using the change control process outlined below. All additional users above your committed level will be automatically added to your invoice on a monthly basis as O365 Subscription Dynamic Usage. Committed users are charged in advance and dynamic usage is charged in arrears.

Changes to the subscription type, or adding new subscriptions can be made through your Account Manager. This may result in a change to your prevailing fees.

General Claranet Support Processes

The information below provides details of Claranet’s general support processes to provide the context in how these are structured. Not all elements are applicable to all customers with O365.

Service Desk support

What Claranet will do

Support times and Service Desk: Provide support 24x7x365 once the O365 service has been set up. **Advisory tickets will be answered during working hours.**

Raising tickets: Changes to your service configuration can be made through the Claranet Online ticket request and details of this can be found in the **Appendix: Help and Support**.

Escalation: In the event that an escalation is required, Claranet provides a clear escalation process to allow you to contact the appropriate person within the company. Details of this can be found in the **Appendix: Help and Support**.

Change Control Process

Claranet’s Change Management team is responsible for requests relating to any product and service configuration changes you wish to make that can’t be made through the web portal. The team specialise in configuration, follow strict processes and ensure that the changes are authorised. The Change Management team are also responsible for Claranet’s Change Advisory Board (CAB) which discusses and approves changes raised internally. To make a change request, see the section below on “Raising a support ticket”.

Notification

What Claranet will do

Notification: Notify your nominated contacts through two primary channels in the event that there is an incident within Claranet’s control that affects your service, Claranet Online and by email notification. An email is sent to the nominated contact and details are announced through the notifications in Claranet Online. The notification will contain the date and time, the reason, the service affected and the likely impact to you.

What you will do

Contact list: You will be responsible for providing and maintaining the contact details including the levels of authorisation that any individuals may have. Claranet will only provide any reporting information and change requests, to those personnel in accordance with this information. These details can be maintained within Claranet Online.

Where you require specific changes to be made or wish to request a help desk ticket, these can be made by raising a ticket through Claranet Online and details of how to do this can be found in the **Appendix: Help and Support**.

What you will do

Change control process: It is your responsibility to familiarise yourself with the official Claranet change control process and to follow this process every time a change to the Service is required. Details of this process can be found in **Appendix: Support**.

Change request impact: It is your responsibility to ensure that any changes will not directly cause a service outage or other disruption of the service.

Change of services: If you request a new service, a change of service type, or a change in service features they must be requested via your Account Manager and may be subject to prevailing fees.

Raising a support ticket and a Request For Change (RFC)

Claranet provides two ways for your approved contacts to raise, track and update standard support tickets; through Claranet Online and by telephone. For security and audit reasons, you are required to make all requests for change through the Claranet Online portal and only portal users with the correct privileges can request a change. You will only see your

services listed so please select the service relating to the request for change. In the event that the customer portal is unavailable, please contact Claranet by telephone, where an emergency procedure will be in place to log change requests on your behalf. Request for changes will not be accepted through this number at any other time.

What Claranet will do

Through Claranet Online: The most efficient way of raising support tickets is through the Claranet Online portal. The ticket you raise is assigned to the appropriate support team based on the service you need the support for. You will only see your services listed so please select the service relating to the incident or to the service request. The response time will start from as soon as your ticket has been submitted.

By telephone: When choosing to raise a support ticket using the telephone you must provide proof of identity following Claranet's standard security procedure. The response time will start from as soon as your telephone call has ended.

Escalating a ticket

In the event that you need to escalate a ticket, Claranet is ready and available to help you quickly bring your issue to closure. Within each level of the escalation path the person you speak with is responsible for evaluating your situation, facilitating the resolution plan and acting as your sponsor. The benefits of the escalation procedure are:

- ITIL accredited staff owning your escalation
- A focus on service recovery
- Improved communication
- Consistent process

An escalation may be initiated when, after working through our standard support processes and with our teams, you are not satisfied with the level or timeliness of the service you have received. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is high risk to your business operations.

What Claranet will do

Escalation Manager: Assign an Escalation Manager who will deal with your escalation and collaborate with you to develop a communication plan. A technical plan of action may be needed to ensure resolution of a technical issue. Your Escalation Manager works as your advocate internally and will become a virtual member of your own problem resolution team. Should you feel dissatisfied with the escalation process, please contact your Account Manager directly.

Service Delivery – Fix levels and response times

The circumstances where a fix service level is deemed to be met are:

- When the service has been fixed within the standard and expected response time
- Where you receive a telephone call (within the service level response time) resulting in a fix over the telephone
- Where you receive a telephone call and you defer the visit of an engineer to a specific time, the fix time is measured from the specific time you specify
- Where it is subsequently discovered that the issue giving rise to the telephone call falls outside the Services agreed to be provided by Claranet
- When the equipment has been returned to an acceptable operational status or an item of loan equipment has been supplied
- Where the fault relates to an excepted Service

What you will do

Efforts to resolve an issue: You are responsible for providing reasonable efforts, support and information to Claranet to help in the resolution of any technical issues.

Service outage: In the event of a Service outage, you are responsible for complying as quickly as possible with any requests from Claranet for help with diagnostics. Any delay in resolving the fault due to you not being available or not complying with Claranet's requests may impact the validity of any Service Levels.

Table: Service Level Response Times

| Priority | Service Level Response | Description |
|---------------------|------------------------|---|
| 1 – Critical | Within 1 hour | Total service is unavailable |
| 2 – Major | Within 2 hours | Partial service, an element of the total service has failed |
| 3 – Minor | Within 4 hours | Impaired service, no element has totally failed but there is a quality issue |
| 4 – Request | Within 1 Business Day | The service is unaffected. Request for product related technical advice or configuration change |

Service levels

If Claranet fails to deliver the stated service level, Claranet agrees that you shall be entitled to receive, in lieu of all other remedies available to you, Service Credits as set forth in this section against the fees owing to Claranet under the Agreement.

Service level availability guarantee

The service level is determined by Microsoft who guarantee a **99.9%** service availability for O365. Your O365 service is hosted and maintained by Microsoft. All service levels will be determined from Microsoft's published data.

Details of the service availability and service credits can be downloaded from Microsoft: <http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeld=37>

Service level credits

Any time in which the Claranet monitoring system is unable to receive or process monitoring data shall not be assumed to be unscheduled downtime. If you initiate a Service Credit request, this will put into a process where Claranet coalesce the systems monitoring

data and logs with your own record of when and where an outage occurred. The Service Credits will be available for that agreed window. The O365 service level will be determined according to Microsoft's information.

In the event that you and Claranet agree that a Service Credit is due in a given calendar month, Claranet will credit your account with a Service Credit. Service Credits shall apply only to the fee(s) for the affected service(s). Service Credits shall be deducted from the relevant monthly fee due in respect of the second month following the month in which an agreed Service Credit is claimed. The maximum amount of Service Credit a Customer can receive in each calendar month relating to this agreement is fixed to 25% of the fee for the affected Service. The Service Credits issued are liquidated damages and, unless otherwise provided in this agreement, such Service Credits will constitute your sole and exclusive remedy with respect to the failure for which they are payable.

Compensation claims

Compensation claims must be submitted, in writing (email or letter), within 30 days from the service level guarantee breach to which they refer. All claims must be submitted to the appointed Account Manager and/or Service Manager. You agree to correct problems and to attempt to minimise the recurrence of problems for which you are responsible that may prevent Claranet from meeting the service level guarantees. Requests for support received by the Service Desk by means other than telephone or request ticket (for example, by fax) will be excluded when calculating service levels.

Exceptions

Details of the service availability and service credits can be downloaded from Microsoft. In addition, Claranet excludes responsibility for meeting any service levels to the extent that meeting the service levels is affected by the following items:

- if you are in default under the Agreement;
- in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
- in the event that the Service is disrupted due to unauthorised users or hackers;

- in the event that the Service is unavailable due to changes initiated by you whether implemented by you or Claranet on behalf of a customer;
- in the event that the Service is unavailable as a result of you exceeding system capacity;
- in the event that the Service is unavailable due to viruses;
- in the event that the Service is unavailable due to your failure to adhere to Claranet's implementation, support processes and procedures;
- in the event that the Service is unavailable due to the acts or omissions of you, your employees, agents, third party contractors or vendors or anyone gaining access to Claranet's network, control panel; or to your website at the request of a customer;
- in the event that the Service is unavailable due a Force Majeure Event;
- in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- in the event that the Service is unavailable due to any event or situation not wholly within the control of Claranet;
- in the event that the service is unavailable due to your negligence or wilful misconduct of you or others authorised by you to use the Services provided by Claranet;
- in the event that the service is unavailable due to any failure of any component for which Claranet is not responsible, including but not limited to electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by you;
- in the event that the service is unavailable due to any failure local access facilities provided by you; and
- in the event that the service is unavailable due to any failures that cannot be corrected because you are inaccessible or because Claranet personnel are unable to access your relevant sites. It is your responsibility to ensure that technical contact details are kept up to date by submitting a request ticket to confirm or update the existing the technical contact details.

Cancellation of the service



What you will do

Notice of cancellation: Give cancellation notice for O365 service to Claranet.
