

M365 and Azure | Microsoft

1. Service Level Agreement

Cenitex's commitments for the uptime and connectivity of Online Services will be as provided by Microsoft Ireland Operations Limited ("**Microsoft**") under the Microsoft Service Level Agreement for the applicable Online Services, as published by Microsoft on their [Licensing Resources and Documents](#) page, and as updated by Microsoft from time to time.

2. Automatic Renewal

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 the applicable Enterprise Contract or Server and Cloud Contract ("**Contract**") between Microsoft and Cenitex, dated 1 April 2023, which were 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 which incorporate the Enterprise Agreement ("**EA**") terms set out in Schedule 2 of the SPC; 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-contract>.