



Service Terms Directory



SERVICE TERMS DIRECTORY

Clear, plain-English detail on the term, renewal and termination provisions for every service that may be included in your Express IT proposal and Order Form.

The important bit: Each service you select is subject to its own term, fees and billing basis as set out in your proposal / Order Form and, where applicable, this Service Terms Directory. The start, expiry or termination of one service does not, on its own, affect the start, expiry or termination of any other service we provide.

Optional Licensing and Services: these only apply where you have chosen to include that particular service at the point of purchase. Nothing here creates a default or automatically included service.

How to use this page

- Your proposal / Order Form confirms which services you've selected.
- This page is here to give you clarity on the initial term, renewal basis and termination position for those services.
- Where a specific service has different provider rules, those rules will be set out in your proposal / Order Form or in the relevant service line below.

Managed Services

Service	Description	Initial Term	Renewal Basis	Termination Notice
ProSecure	ProSecure Managed IT Support	As stated in your proposal / Order Form - 12 / 24 / 36 months	Annual recurring basis after the initial term	90 days' prior written notice before renewal
Essentials	Essentials Managed IT Support	As stated in your proposal / Order Form - 12 / 24 / 36 months	Annual recurring basis after the initial term	90 days' prior written notice before renewal
Starter	Starter Managed IT Support	As stated in your proposal / Order Form - 12 / 24 / 36 months	Annual recurring basis after the initial term	90 days' prior written notice before renewal
Network as a Service (NaaS)	Wifi Management, Network Infrastructure Management	As stated in your proposal / Order Form - 12 / 24 / 36 months	Annual recurring basis after the initial term	90 days' prior written notice before renewal

Professional Services

Service	Description	Initial Term	Renewal Basis	Termination Notice
Professional Services	One-off Professional Services, for example wifi surveys, migrations, onboarding or remediation work	From the Commencement Date until completion	Not applicable unless otherwise stated	N/A

Recurring Professional Services

Service	Description	Initial Term	Renewal Basis	Termination Notice	Notes
Consultancy Retainer	Retainer for Professional and Consultative services	30 days	Monthly	30 days' prior written notice before renewal	[Insert service-specific notes]

Third-Party Services

Provider	Service / Product	Initial Term	Renewal Basis	Termination Notice	Notes
Microsoft	Microsoft Licensing	As stated in your proposal / Order Form - Annually or Monthly	Monthly or Annual recurring basis after the initial term	30 days' prior written notice before renewal	See Microsoft Service Descriptions
Keeper	Keeper Licensing - Password Management Solution	As stated in your proposal / Order Form, Annually	Annual recurring basis after the initial term	30 days' prior written notice before renewal	See Terms of Use
CyberSmart	CyberSmart Licensing - Cyber Essentials Platform for Basic and Plus accreditation	As stated in your proposal / Order Form - Monthly or Annually	Monthly or Annual recurring basis after the initial term	30 days' prior written notice before renewal	See End User License Agreement
Huntress	Huntress Licensing - ITDR, SOC, SAT and SIEM	As stated in your proposal / Order Form - Monthly or Annually	Monthly or Annual recurring basis after the initial term	30 days' prior written notice before renewal	See Terms
Kaseya	Microsoft 365 & Google Cloud Backup	Annual	Annual recurring basis after the initial term	30 days' prior written notice before renewal	See Terms
NinjaOne	Microsoft 365 & Google Cloud Backup	Annual	Annual recurring basis after the initial term	30 days' prior written notice before renewal	See Terms
Kaseya	Datto Disaster Recovery as a Service (DraaS)	As stated in your proposal / Order Form - 12 / 24 / 36 months	Renews for the same length of time as the initial term	90 days' prior written notice before renewal	See Terms