

VicCloud (Azure) | Microsoft

1. Service Level Agreement

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

The service will renew automatically on a monthly basis until either the Customer or Cenitex terminate the service.

3. Licence

The Customer's use of Microsoft Azure and associated products 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>.