

AWARENESS SOFTWARE LIMITED: WEB HOSTING SERVICES SCHEDULE

This document was most recently updated on 20th January 2024.

This is a Schedule to the Terms and Conditions of Awareness Software Ltd. This Schedule applies to the Web Hosting Services defined below, and as stipulated in a Statement of Work.

Unless the context otherwise requires, the definitions used in the Terms and Conditions apply to this Schedule. Any other terms defined in this Schedule have that meaning for this Schedule only.

1. Interpretation

“Extended Web Hosting Term”	has the meaning given to it in the Statement of Work;
“Web Hosting Services”	the services that we provide to our Customers in respect to the definition in 2.1, in accordance with the Statement of Work and this Schedule;
“Initial Web Hosting Term”	has the meaning given to it in the Statement of Work;
“Web Hosting Commencement Date”	the date on which we will commence the provision of the Web Hosting Services, as stipulated in the Statement of Work.
“Web Hosting User Account”	has the meaning given to it 2.1;

2. Web Hosting Services

- 2.1 The Web Hosting Services comprise of providing a Web Hosting User Account on a web hosting control panel (such as, but not limited to, cPanel or Plesk) on a “shared” or “multi-tenanted” host server.
- 2.2 You shall not have access to the host server directly or have any physical access to the server hardware providing the host server.
- 2.3 The feature set provided via the Web Hosting User Account is at the sole discretion of ASL and may change from time to time.

3. Your Obligations

- 3.1 In addition to Section 4.1 of our Terms and Conditions, you acknowledge:
 - 3.1.1 that the Services and any Material may not be used for the purpose of mirror sites, or personal multimedia content such as movies, music, photos or other media; and
 - 3.1.2 that the Services and any Material may not be used for peer-to-peer file or media sharing, streaming, BitTorrent, Tor or other similar forms of data transmission; and
 - 3.1.3 that the Services and any Material may not be used for providing or participating in a content delivery network; and
 - 3.1.4 that you must not use the Services and/or any Material in conjunction with other products, services and/or platforms (including Dropbox, OwnCloud, OneDrive and any other third-party product, service and/or platform);

4. Suspension of the Web Hosting Services for Detrimental Impact

- 4.1 We reserve the right to suspend our provision of the Web Hosting Services to you if we consider (at our absolute discretion) that your use of the Services is having a detrimental impact on our other customers or the Services in general. This might happen if, for example, your website (in respect of which you use the Services):
 - 4.1.1 has been hacked (such as through bugs in commonly-used software including WordPress); and/or
 - 4.1.2 contains malware or may be used in the distribution of malware (including fileless malware); and/or
 - 4.1.3 is contained in a publicly available database of websites considered unsafe for reasons of phishing, malware or similar reason (for example, Google Safe Browsing); and/or
 - 4.1.4 has been reported to us from a third-party for reasons of phishing, malware or similar reason (for example by NetCraft, BitNinja, Phishlabs, URLhaus or similar reporting service); and/or
 - 4.1.5 is attacked (including by a denial of service attack); and/or
 - 4.1.6 is badly coded.

5. Service Requests

- 5.1 You may raise a Service Request relating to this Service by using the contact procedure set out in the Statement of Work or, in the absence of such, by using the contact procedure contained in the “Service Desk Contact and Escalation Procedure” document (and which may be found on our website) during Business Hours. This document also outlines the process we use to triage service requests and faults, along with response, update and escalation timescales.

6. Web Hosting Services Fees

- 6.1 The Web Hosting Services Fees will be set out in the Statement of Work.

7. Term

- 7.1 This Schedule shall commence on the Web Hosting Commencement Date.

- 7.2 Unless terminated earlier in accordance with this Contract, this Schedule shall continue for the Initial Web Hosting Term, and shall automatically extend for the Extended Web Hosting Term at the end of the Initial Web Hosting Term and at the end of each Extended Web Hosting Term.
- 7.3 Either Party may give written notice to the other Party, not later than one month before the end of the Initial Web Hosting Term or the relevant Extended Web Hosting Term, to terminate this Contract at the end of the Initial Web Hosting Term or the relevant Extended Web Hosting Term, as the case may be.