

Sage Hosting Agreement Dimension Data Hosting Platform

Last Updated October 2022

IMPORTANT NOTICE! THE SAGE DIMENSION DATA HOSTING AGREEMENT IS SUBJECT TO ALL THE TERMS AND CONDITIONS IN THIS AGREEMENT. THEREFORE, PLEASE SCROLL THROUGH AND READ ALL OF THE TERMS AND CONDITIONS IN THIS AGREEMENT CAREFULLY BEFORE CONCLUDING THE ACTIVATION PROCESS. THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU AND SAGE FOR YOUR SUBSCRIPTION TO THE SERVICE. YOU WILL INDICATE YOUR ACCEPTANCE OF THIS AGREEMENT INCLUDING ANY TERMS AND CONDITIONS IMPOSED BY REQUIRED THIRD PARTY SERVICE PROVIDERS, BY DOING ONE OR MORE OF THE FOLLOWING (OR ALLOWING OR AUTHORIZING A THIRD PARTY TO DO ONE OR MORE OF THE FOLLOWING FOR YOU): (1) CLICKING “I AGREE” OR A SIMILAR AFFIRMATION AS APPLICABLE WHICH APPEARS DURING THE ACTIVATION OF YOUR SUBSCRIPTION, OR (2) ACCESSING OR USING THE SERVICE, OR (3) SIGNING A COPY OF THE ORDER FORM. YOUR SUBSCRIPTION TO THIS SERVICE MAY BE SUBJECT TO THIRD-PARTY SERVICE PROVIDER TERMS AND CONDITIONS. SAGE WILL PROVIDE THE LINK TO THE THIRD-PARTY SERVICE PROVIDER TERMS AND CONDITIONS BY SENDING AN EMAIL TO YOUR USER ADDRESS OR BY PUBLISHING A NOTICE ON ITS WEBSITE OR BY OTHERWISE DIRECTING YOU TO THE RELEVANT THIRD-PARTY TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO BE LEGALLY BOUND BY THIS AGREEMENT INCLUDING ANY TERMS AND CONDITIONS IMPOSED BY REQUIRED THIRD-PARTY SERVICE PROVIDERS, EACH IN THEIR ENTIRETY AND WITHOUT MODIFICATION OR ADDITION (UNLESS AGREED OTHERWISE IN WRITING BY SAGE), THEN YOU SHOULD CONTACT SAGE OR THE RESELLER YOU PURCHASED YOUR SUBSCRIPTION FROM AND YOU MUST NOT ACCESS OR USE THE SERVICE IN ANY WAY. AS THIS IS A SUBSCRIPTION AGREEMENT SAGE MAY UPDATE IT AT ANY TIME. THE MOST RECENT VERSION OF THIS AGREEMENT CAN BE ACCESSED ON THE SAGE WEBSITE FOR THE SUBSCRIPTION SERVICE. IT IS UP TO YOU TO ENSURE THAT YOU REGULARLY CHECK, READ, UNDERSTAND AND AGREE TO THE MOST RECENT VERSION OF THIS AGREEMENT ON THE SAGE WEBSITE AS YOU WILL BE DEEMED TO ACCEPT ANY SUBSEQUENT AMENDMENTS TO IT IF YOU CONTINUE TO ACCESS AND USE THE SERVICE.

- A.** You the Customer, require and Sage agrees to provide Software and Hosting Services to You subject to this Agreement; and
- B.** the Fees stipulated in the Order in relation to the Hosting Service.

1. Definitions and Interpretation

1.1 In this Agreement, unless the context indicates a contrary intention, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings:

AFSA means the Arbitration Foundation of Southern Africa;

Agreement means this Sage Hosting Agreement, including the Data Processing Agreement (“DPA”) found at this link: <https://www.sage.com/en-za/legal/terms-and-conditions/product-and-service-terms-and-conditions/>, your order, any schedules, exhibits and annexures thereto, as may be amended by You and Us;

Business Hours means the hours between 8.30 am and 5.00 pm on any Business Day. Any reference to time shall be based upon South African Standard Time; and

Business Day means a day other than a Saturday, Sunday or a public holiday as gazetted by the government of the Republic of South Africa from time to time;

Claims means, without limitation, all rights, notices, actions, suits, proceedings, litigation, investigations, claims, demands, verdicts, judgements and findings wherever and however arising, whether past, present, unascertained, unknown, immediate, and whether based in contract, tort or statute;

Client Data or Customer Data means, all data that You provided Us through the use of the Services;

Commencement Date means the date of signature of the Order.

Confidential Information means the terms of this Agreement, any records, data or information (including Personal Information), of any nature tangible or intangible, and all other non-public commercially valuable information of any kind and in any form (including without limitation oral, written, electronic form) that relates to a party and its business affairs, whether or not identified as confidential, which is collected, received, processed, stored, transmitted or comes into the possession or control of a party as a result of this Agreement or which under the circumstances surrounding disclosure, ought to be treated as confidential, but excludes the following of either party:

- a) information that is already in the public domain; or
- b) information which subsequently becomes part of the public domain other than as a result of an unauthorised disclosure by the receiving party or its representatives; or
- c) information which is or becomes available to the receiving party from a third party who is legally entitled to possess and provide the information to the receiving party without a confidentiality restriction; or
- d) information that is disclosed by the receiving party to satisfy an order of a competent court or comply with the provisions of any law or regulation in force from time to time; or
- e) is disclosed to a third party pursuant to the prior written consent from disclosing party; and/or
- f) information that is received from a third party in circumstances that do not result in breach of the provisions of this Agreement.

Consent means any voluntary, specific, and informed expression of will in terms of which permission is given for the processing of personal information;

Controller means the person who processes Personal Information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;

Damages means, without limitation, all liabilities, costs, accounts, damages, losses, expenses, fines, penalties, and all related costs and expenses (including legal fees on the scale as between attorney and own client, interest and penalties) wherever and however arising, whether past, present, unascertained, unknown, immediate, future

or contingent and whether based in contract, delict, equity or statute, including direct, general, indirect, special, incidental or consequential loss or damage, or any loss or corruption of data or loss of profit, business or goodwill;

Data Protection Laws means POPIA and all applicable laws of the Republic of South Africa and regulations governing the use or Processing of Personal Information, and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time;

Data Subject means the natural or juristic person to whom Personal Information relates and whose Personal Information is Processed by a Responsible Party or Operator or Sub-Operator;

Dimension Data – means the company that provides the infrastructure of the Sage Cloud hosted services;

Dimension Data Platform - means the data centre where the Sage Cloud services are hosted;

Documentation means the technical and user documentation (including any relevant reports, guides, diagnostics, operating standards, specifications as well as user, technical, operation, installation and support manuals as well as product-integrated electronic help) that describes the proper, safe and efficient installation, configuration, intended operation, support and maintenance of the Software (as applicable);

Fees means the fees payable as specified in the applicable Order and any additional charges associated with providing the Service including travel costs required for provision of the Services;

Force Majeure means an event beyond the reasonable control of a party, by acts, events, omissions or accidents, including an act of war (whether declared or not) or terrorism, the mobilisation of armed forces, civil commotion or riot, natural disaster, a country lock down or such other disturbance as a result of a pandemic (as declared by the government of the Republic of South Africa or the World Health Organisation), industrial action or labour disturbance, currency restriction, embargo, action or inaction by a government agency, a failure of a supplier, public utility or common carrier or computer disruption due to the effects of a virus or other malicious code introduced other than through the acts or omissions of the party seeking relief;

Hosted Environment means the physical environment of the Hosting Services;

Hosted Resources means the applicable hardware, software, network services and personnel to host the Software, including:

- (a) virtual servers;
- (b) firewall and security services (which include intrusion protection, anti-virus, and anti-spyware applications);
- (c) data centre connectivity;
- (d) storage (subject to reasonable and customary limits); and
- (e) Software licensing (for example, operating system, Terminal Services, SQL Server and 2X Application Server, as applicable).

Hosting Services means either the:

- (a) Sage public hybrid managed service
- (b) Sage private managed platform
- (c) Sage private managed service

allowing You to access Your Software through the Hosting Environment, tailored based on the Services, solely for Your use and includes managing the Hosting Resources which permit Us to use the Software as well as Hosting Services in accordance with the Documentation;

Initial Term means the term for which We will provide the Service to You stated in this Agreement;

Intellectual Property means, amongst other things, any know-how (not in the public domain), invention (whether patented or not), design, trade mark (whether or not registered), or copyright material (whether or not registered), processes, process methodology (whether patented or not), and all other identical or similar Intellectual Property as may exist anywhere in the world which is not in the public domain and any applications for registration of such Intellectual Property;

Hosting Services means the following services that will be provided to You in relation to the Systems:

- (a) Backup and Restore Services;
- (b) Database Administration;
- (c) Application Maintenance;
- (d) Printer Management;
- (e) Performance Management;
- (f) Capacity Management;
- (g) Incident Management; and
- (h) Change Management.

Microsoft® means the Microsoft Corporation or one of its Group Companies;

“Microsoft SQL” the optional additional product provided by Microsoft®, referred to as Microsoft® SQL™ (© Copyright 2021 Microsoft Corporation. All rights reserved), together with any associated media, printed materials, and “online” or electronic documentation relating to the same, that you may purchase via a Sage Partner with the Product (as applicable), subject to payment of an additional fee;

Operator means a person who processes personal information for the Responsible Party in terms of a contract or mandate, without coming under the direct authority of that Responsible Party;

Order means the applicable order document signed by Sage and the You, containing the details of the Software or Service procured by You;

Our or **Ours** means pertaining or belonging to Sage;

Personal Information means any information about a living human being or existing organisation (as applicable data protection laws require), provided that someone is capable of identifying them from that information.

Processing means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party; and **“Process”**, **“Processed”** and **“Processes”** shall be construed accordingly;

Privacy Notice means Sage’s privacy notice posted on <https://www.sage.com/en-za/legal/privacy-and-cookies/> (or such other URL as Sage may notify to You) and which may be amended by Sage from time to time;

Responsible Party Controller means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information;

Sage Partner means the person or entity authorised by Sage to promote, market and support Sage’s products and/or Services;

Scheduled Downtime means periods during which the Services will not be available in order to apply changes to the System including but not limited to scheduled or emergency outages, acts of force majeure, suspension of the Services due to legal compulsion, and internet access issues, operating system upgrades, Software patches, Software upgrades, hardware upgrades and hardware maintenance, Supplier Outages and any other circumstance outside the control of the Sage;

Service or Services means the Software, and Hosting Services, including operation and maintenance of the servers, We have agreed to supply to You; in terms of the applicable Order and this Agreement;

Service Level means the predetermined quantitative and qualitative performance levels that Sage is required to achieve, in respect of performing the Services, and are contained in this Agreement;

Software means the Sage software products and any other third-party applications approved by Sage, as specified in the applicable software agreement.

Supplier means the Sage subcontractor supplier of the Services being hosted in the Dimension Data Platform and/or who is subcontracted to assist Sage in the establishment of access to the cloud server, or the provision of Services;

Supplier Outages means scheduled or emergency outages, acts of force majeure, suspension of the Services due to legal compulsion, and internet access issues outside the control of the Supplier;

System means, as may be applicable to the Services, the following systems as further detailed in this Agreement:

- (a) Microsoft SQL Standard Edition servers;
- (b) Terminal servers;
- (c) Client servers;
- (d) Third party application servers (if applicable);
- (e) System monitoring; and
- (f) Software licensing.

System Changes mean changes which affect Your system integrity or security such as adding new users or changing access permission;

Term means the Initial Term and any Renewal Term;

VAT means value-added tax, chargeable under the Value Added Tax Act, 1991, as amended from time to time;

VPN means Virtual Private Network, a technology that establishes a private or secure network connection within a public network, such as the Internet

We and **Us** means Sage, together with its Suppliers, officers, servants, contractors, agents or authorised distributors;

Your or Yours means pertaining or belonging to You (the Customer).

1.2 Interpretation

In this Agreement -

- (a) clause headings and the heading of the Agreement are for convenience only and are not to be used in its interpretation;

- (b) an expression which denotes -
- (c) any gender includes the other gender;
- (d) a natural person includes a juristic person and vice versa;
- (e) the singular includes the plural and vice versa;
- (f) a party includes a reference to that party's successors in title and assigns allowed at law; and
- (g) a reference to a consecutive series of two or more clauses is deemed to be inclusive of both the first and last mentioned clauses.

Any reference in this Agreement to –

- (h) "laws" means all constitutions; statutes; regulations; by-laws; codes; ordinances; decrees; rules; judicial, arbitral, administrative, ministerial, departmental or regulatory judgments, orders, decisions, rulings, or awards; policies; voluntary restraints; guidelines; directives; compliance notices; abatement notices; agreements with, requirements of, or instructions by any Governmental Body; and the common law, and "law" shall have a similar meaning; and
- (i) "person" means any natural or juristic person including but not limited to any company, close corporation, trust, partnership or other entity whether having separate legal personality.
- (j) The words "include" and "including" mean "include without limitation" and "including without limitation". The use of the words "include" and "including" followed by a specific example or examples shall not be construed as limiting the meaning of the general wording preceding it.
- (k) Any substantive provision, conferring rights or imposing obligations on a party and appearing in any of the definitions in this clause or elsewhere in this Agreement, shall be given effect to as if it were a substantive provision in the body of the Agreement.
- (l) Words and expressions defined in any clause shall, unless the application of any such word or expression is specifically limited to that clause, bear the meaning assigned to such word or expression throughout this Agreement.
- (m) Unless otherwise provided, defined terms appearing in this Agreement in title case shall be given their meaning as defined, while the same terms appearing in lower case shall be interpreted in accordance with their plain English meaning.
- (n) A reference to any statutory enactment shall be construed as a reference to that enactment as at the signature date and as amended or substituted from time to time.
- (o) Unless specifically otherwise provided, any number of days prescribed shall be determined by excluding the first and including the last day or, where the last day falls on a day that is not a business day, the next succeeding business day.
- (p) If the due date for performance of any obligation in terms of this Agreement is a day which is not a Business Day then (unless otherwise stipulated) the due date for performance of the relevant obligation shall be the immediately preceding Business Day.
- (q) Where figures are referred to in numerals and in words, and there is any conflict between the two, the words shall prevail, unless the context indicates a contrary intention.
- (r) The rule of construction that this Agreement shall be interpreted against the party responsible for the drafting of this Agreement, shall not apply.
- (s) No provision of this Agreement shall (unless otherwise stipulated) constitute a stipulation for the benefit of

any person (*stipulatio alteri*) who is not a party to this Agreement.

- (t) The use of any expression in this Agreement covering a process available under the law of the Republic of South Africa, such as winding up, shall, if either of the parties to this Agreement is subject to the law of any other jurisdiction, be construed as including any equivalent or analogous proceedings under the law of such other jurisdiction.
- (u) Any reference in this Agreement to "this Agreement" or any other agreement or document shall be construed as a reference to this Agreement or, as the case may be, such other agreement or document, as amended, varied, novated or supplemented from time to time.

In this Agreement the words "clause" or "clauses" and "annexure" or "annexures" refer to clauses of and annexures to this Agreement, unless otherwise expressly stated.

2. Supply of Services

Sage will provide the Services to You subject to the terms and conditions of this Agreement.

- a) Before commencement of Service, Sage will notify You that it has completed the system implementation, platform migration, and/or Software upgrade project. Invoicing will begin when Sage notifies You in writing that the Services have been released and is available.
- b) Unless otherwise agreed to in writing between You and Us, or identified on a new order, Sage excludes all system items and other services residing or provided outside of Our Hosting Services. This means You are responsible for all hardware, software, and services other than that which is located in Our Hosting Environment including but not limited to computer devices, hardware peripherals, software, and internet connectivity services used to access or display the Service, or to enter or Process Your business data.
- c) When applicable, if You have a question or need for support, You should follow Our customer support procedure. We will assign a priority to Your query, and We will target a response summarised in the Incident Management section, described in this Agreement.
- d) Upon a mutually agreed implementation date, We will enable the Software.
- e) Additions to the Services will initiate an updated schedule applicable to the modified Service.
- f) Microsoft SQL.
 - (i) Microsoft SQL is a service that integrates with certain eligible Sage products, which may include the Service if detailed in your Order. The Customer agrees and acknowledges that Microsoft SQL, is provided by Microsoft®.
 - (ii) You agree to be bound by the additional terms and conditions for Microsoft SQL which terms can be accessed at the following link <https://www.microsoftvolumelicensing.com/>. Where there is a conflict between the terms and conditions of this Agreement and the additional terms for Microsoft SQL, the Microsoft SQL terms shall prevail in respect of Microsoft SQL.
- g) Dimension Data Platform is a service that integrates with certain eligible Sage products, which may include the Service if detailed in your Order the Product.
- h) You agree to be bound by the additional terms and conditions for Dimension Data Platform which terms can be accessed in the following link **[Dimension Data Standard Terms and Conditions | Dimension Data](#)** for more information. Where there is a conflict between the terms and conditions of this Agreement and the additional terms for Dimension Data Platform, the Dimension Data Platform terms shall prevail in respect to matters pertaining to Dimension Data Platform.

2.2) Service Limitations

- (a) The Services are provided in good faith and to the best of Our ability in terms of availability, performance and security.
- (b) Subject to Scheduled Downtime, We will use reasonable endeavours to make the servers available 7 (seven) days a week and 24 (twenty-four) hours a day.
- (c) Sage discloses that it has engaged a Supplier, whose terms and conditions are automatically incorporated herein, to assist in providing the Services to You. Sage reserves the right in its absolute discretion to change Suppliers in order to provide the Service, subject to the terms set out in this Agreement.
- (d) As part of the Service, You must nominate one or more technical contact(s) as an authorised person who will be reflected in this Agreement. Change requests must come from one of Your authorised contacts, and incident and other reporting and liaison will be sent to technical contact(s). Changes to Your nominated technical contacts must be in writing and come from another nominated technical contact or the person who signed the Order.
- (e) Sage reserves the right to carry out monthly maintenance activities during a 2-hour window. This window is normally scheduled outside of Business Hours.
- (f) In the event where a Service becomes inoperative, We will exert reasonable commercial endeavours to restore the Service as quickly as possible, including utilising other data centres available to Us, if possible. We have no responsibility for matters within Your control which may impair Your ability to access the Service, including without limitation (i) Your hardware, network components and infrastructure; (ii) any Software running on Your hardware; and (i) Your connection to the internet.
- (g) We will make reasonable commercial efforts to prevent security breaches in the Hosting Environment that provides the Hosting Services in terms of local network, operating system, and hardware that is in Our exclusive control.
- (h) We reserve the right to request the removal of content from, and the cessation of transmittal of information using the Hosting Services if that content or information is illegal or may threaten the continued operation of the Hosting Services.
- (i) We reserve the right to charge for excessive use (any uploads through the VPN or inbound or outbound traffic, over 500GB per month will be considered excessive). We may from time to time, and at Our discretion, use a Supplier to assist with matters incidental to providing the Services such as setting up the Remote Desktop Protocol link between You and the hosted server, establishing security profiles, troubleshooting, etc.
- (j) We may from time to time, and at Our sole discretion, change Supplier in order to provide You with an operational Hosted Environment. In order to minimise any disruption to Your Service, We shall give You at least 14 (fourteen) days' notice of Our intention to change Supplier.
- (k) Any services outside the scope of this Agreement, for instance, any services resulting from Your failure to comply with Your responsibilities or associated with software not included on the order, and approved by Sage, are out of scope. Out of scope services also include services requested or required in connection with a third-party solution or integration that was not provided by Sage or is negatively impacting the overall stability or performance of the Services. Additional services may be provided on an hourly basis at Our then current rates on a time and material basis.
- (l) Further Service limitations and exclusions, relating to specific services, are set out in this Agreement.

3) Term

This Agreement will commence on the Commencement Date and unless terminated pursuant to clause 10), continue for the Initial Term and thereafter this Agreement shall be renewed for successive term (each a "Renewal Term"), unless:

- (a) You notify Us of termination, in writing, at least 90 (ninety) days before the end of the Initial Term, as the case may be; or
- (b) Otherwise terminated in accordance with the provisions of clause 10) of this Agreement.

4) Payment

- (a) The Fees for the Services are due and payable by You to Us by electronic funds transfer.
- (b) We reserve the right to increase prices once a year except to the extent set forth in this Agreement in accordance with the latest Consumer Price Index published by Statistics South Africa.
- (c) The billing Commencement Date is from the start of the month in which the Services are enabled.
- (d) If You dispute any part of an invoice, You must notify Us within 14 (fourteen) days of receiving the invoice from Sage.
- (e) If any amount owing by You under this or any other agreement for Our Services is 30 (thirty) or more days overdue, We may, without limiting Our rights and remedies, accelerate Your unpaid fee obligations under such agreement so that all such obligations become immediately due and payable, and/or suspend Our Services to You until such amount is paid in full.
- (f) We may charge interest on late payments at the then-current rate fixed under the Prescribed Rate of Interest Act, 1975 from the date on which an invoice becomes overdue until payment is received in full by Us.
- (g) Payment obligations during the Term are non-cancellable and Fees already paid are non-refundable.

5) Taxes

- (a) You must pay and indemnify Us against all taxes and duties payable in respect of this Agreement, any supply made under the Agreement and the Fees (excluding any income tax payable by Us).
- (b) If VAT is imposed on any supply made by Us under the Agreement, You must pay, in addition to any Fees (unless those fees already include VAT), an additional amount equivalent to the VAT payable.
- (c) We will provide You with a valid tax invoice for VAT which We require You to pay to Us.

6) Your Obligations

Our duty to provide You with the Service and Your right to access and use the Services depends on Your compliance with the terms of this Agreement, including payment of all applicable fees and complying with the following obligations, failure of which may result in Us immediately suspending Your Services:

- (a) You must comply with all reasonable directions and policies issued by Us in relation to the use of the Services.
- (b) It is Your responsibility to manage Software user setup, and data Processing;
- (c) You must not use the Services in a way which is illegal, or which interferes with or disrupts other Internet users, service providers including the Supplier, their computers, software, or hardware including without limitation:
 - (i) propagating computer worms, trojans or viruses;
 - (ii) attempting a denial-of-service attack on any of the Services;
 - (iii) hacking or breaking any security mechanism on any of the Services;
 - (iv) using the Services to gain unauthorised access to another computer or network or in a way that disrupts or threatens the Services;

- (v) sending harassing, obscene, indecent, offensive or threatening electronic mail;
 - (vi) forgery (or attempted forgery) of electronic mail messages; and
 - (vii) placing, transmitting, or storing any defamatory material.
 - (viii) using the service in a bureau or outsourcing capacity to generate revenue.
- (d) You must keep all identification and log-in information that is used as part of the Services secret and secure. You agree not to disclose to any other person any identification or log-in information, whether in use or not, nor any other Confidential Information relating to Us which You obtain by the Services.
- (e) You must ensure that remote access to the Software by Sage, as required from time to time, is not prevented by Your actions.
- (f) You are responsible for any customisations or modifications to the standard Software and should ensure that these customisations or modifications are tested during any update process. To facilitate these updates, customisations and modifications should be in line with the guidance set out in the applicable Software Documentation, relating to customisations, as provided by Sage. Any non-compliant customisations may cause significant issues in applying an update and You will be responsible and liable for any costs associated with resolving any such issues. Sage may review customised code prior to any upgrade to assess and fix it if required, at Your cost.
- (g) Further obligations which You must comply with, where necessary or relevant, based on the Services provided are set out in this Agreement.

7) Service Level-Hosted Environment

Sage shall appoint a Supplier to provide the Hosting Services Environment associated with the Services.

- (a) Subject to any disruptions caused by Scheduled Downtime, the Service availability will be provided at the standard Service Level, which is at least 99,5% availability server and applications (“Uptime Percentage”) to access the Service during each calendar month of the Term. The parties acknowledge that the Service Level may be subject to change by Sage from time to time.
- (b) In the event of Our failure to deliver (or procure the delivery) of the Services in accordance with the requirements of clause 7) (a), We will credit You with service credits. The hardware and underlying software used to host the Hosting Environment will at all times comply with Our requirements for a “supported designated Environment” as contemplated in the applicable Sage Product Agreement, and meet or exceed the better of either:
- (c) if the Uptime Percentage over the course of a 12 (twelve) month rolling period, You will be eligible for a credit against Your next period’s subscription fee in the amount set forth below:
- (i) 90.0% - 99.5% - 5% credit
 - (ii) 85.0% - 89.9% - 10% credit; or
 - (iii) 84.9% or less – 15% credit.
- (d) In order to receive a credit, You must request the credit by emailing the Sage Customer Services Manager within 30 (thirty) days following the end of the calendar month during which Sage failed to maintain the Uptime Percentage.
- (e) You are ineligible to receive any credit if You have a balance owing on Your account or are otherwise in default of this Agreement. Sage will calculate any server unavailability using Sage’s system logs and records. In all cases, Sage’s server uptime reports will determine whether the Uptime Percentage has been met or not.
- (f) If We, at any time, elect to change Suppliers, We will ensure that the terms on which We engage any subsequent

Supplier provide for at least equivalent or better service levels on the part of the replacement Supplier.

- (g) The hardware and underlying software used to host the Hosting Services will at all times comply with Our requirements for a “supported designated Environment” as contemplated in the applicable Sage Product Agreement, and meet or exceed the better of either:
 - (i) The then current minimum recommended specification determined by Us for the Software; or
 - (ii) Any specification agreed to by Us for the purposes of this Agreement.
- (h) Please refer to the applicable SERVICES SUPPORT GUIDE for additional Support guidance: <https://www.sage.com/en-za/legal/terms-and-conditions/product-and-service-terms-andconditions/>

8) Confidentiality

- (a) Each party agrees to not disclose the other’s Confidential Information and to use it only for the purposes of the Agreement. This obligation will not apply to any information that a recipient already knew before disclosure or information that comes into the public domain (except by breach of confidentiality). If required by law, a party may disclose the Confidential Information of the other party, provided that, where a party determines that such disclosure may be compelled, that party first notifies the owner of the affected Confidential Information and provides such co-operation as the owner of the Confidential Information reasonably requires in objecting to the disclosure.

9) Liability

- (a) The functionality of the Software will comply with the Documentation published by Us from time to time;
- (b) We will not implement any change to the Software which materially degrades its functionality at any time during the Term.
- (c) Except for the express Service Level warranties set out in clause 7), Services are provided on an “as is” basis and Your use of the Services is at Your own risk. To the maximum extent permitted by law, and except to the extent set out in this Agreement, We do not make, and hereby disclaim any and all other express and or implied warranties. We do not warrant that the Services will be uninterrupted, error-free, or completely secure.
- (d) The only terms and conditions implied into the Agreement are those which cannot be lawfully excluded. Notwithstanding any other term in this Agreement, to the extent that consumers have the benefit of certain rights or remedies under the Consumer Protection Act, 2008; the Electronic Communications and Transactions Act, 2002; and similar state and territory laws in the Republic of South Africa, in respect of which liability cannot be excluded, then to the maximum extent permitted by law, such liability is limited, at Sage’s option, in the case of goods or Services provided under this Agreement, to replacement of the goods or Services or paying the cost of having the goods or Services re-supplied.
- (e) Subject to clause 9) (h), Our liability to You in relation to any Damages or Claims made by or through You in relation to or arising from this Agreement is limited to THE VALUE OF THE FEES PAID IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.
- (f) Neither You nor We shall be liable to the other party for any indirect, special, incidental or consequential loss or damage, including (subject to clause 9)(h) any loss of profit, business or goodwill.
- (g) The limitation and exclusion of liability in clauses 9)(f) and (g) will not apply to the liability of a party for infringement of intellectual property rights, breach of obligations of confidentiality or privacy, or for personal injury or death.
- (h) Notwithstanding the general exclusion in clause 9), each party shall be liable for any breach of its obligations arising from or in connection with customer Data, including loss or corruption of data, and data breach.

- (i) You acknowledge that:
- (i) the Software was developed without consideration of Your objectives and needs; and
 - (ii) software in general is not error-free,
 - (iii) and agree that the existence of errors in the Software will not constitute a breach of this Agreement by Sage.
 - (iv) Sage provides the Software and Documentation “as is”.
 - (v) No warranties are made with respect to the Software or Documentation by any person, including but not limited to Sage, any of its officers, servants, contractors, agents and distributors authorised by Sage, except as expressly set out in this Agreement.
 - (vi) To the extent permitted by law, Sage or any of its officers, servants, contractors, agents or distributors authorised by Sage, will not be liable to You for any Damages incurred by You as a result of using the Software and Documentation, other than as a consequence of a breach by Sage of its obligations under this Agreement.
- (j) Your subscription to the Service does not remove the need for You to procure additional services relating to application installation, configuration, testing (such as initial delivery or upgrade tests), and implementation (such as installing technology at Your business premises, converting Your business data to a format that can be processed by the Service, and training). Procuring these additional services is Your responsibility and Sage shall have no liability whatsoever in relation to Your failure to procure these additional services, unless We have expressly committed to a fixed number of hours to help install, complete the set-up, and convert Your data, any installation, set-up, and data conversion services We provide will be invoiced at Our rates, applicable at the time, on a time and material basis.

10) Termination

- (a) Sage may terminate this Agreement immediately if You are in material breach and do not remedy the breach within 30 (thirty) days of receiving written notice requiring You to do so, or if You become or are in jeopardy of becoming subject to any form of insolvency administration (including receivership, administration or liquidation). Without prejudice to Our other rights, You will immediately pay Us all amounts due on termination.
- (b) On termination each party must return or destroy all Confidential Information of the other and certify in writing to that effect.
- (c) If the Agreement is terminated other than where You are in breach of this Agreement or subject to insolvency administration, then, provided the termination occurs after the end of the Initial Term, We will refund any Fees paid by You with respect to any period after the date of termination pro rata. Unless the termination is due to Our breach of this Agreement any payments made for this service during the Term are not refundable and it will not relieve You of Your obligations to pay any fees payable to Us for the balance of the Initial Term prior to the effective date of termination.
- (d) Upon termination of this Agreement, and at any time upon Your request, We will, at our discretion, extract Your data and provide it to You in a form that is accessible and usable by You.
- (e) Notwithstanding the termination rights and obligations in terms of this clause 10), Sage may terminate this Agreement and the Services herein during the term (including a Renewal) Term by providing you with sixty (60) days written notice.

11) Force Majeure

- (a) We shall have no liability to You under this Agreement if We are prevented from or delayed in performing Our obligations under this Agreement, or from carrying on Our business due to a Force Majeure, provided that You

are notified of such an event and its expected duration, if quantifiable, in writing.

- (b) To the extent that We delay or are unable ability to perform under this Agreement is due to the existence and its notification of a Force Majeure, the affected obligations of that We have under this Agreement will be suspended until the passing of that Force Majeure event. We will take all reasonable steps to minimise any disruption to the Services and resume the performance of its affected obligations.
- (c) If substantially all of our obligations under this Agreement are suspended by a Force Majeure event under clause 11)(a) by more than 21 (twenty-one) days. The parties may enter into discussions to modify the affected obligations by variation of this Agreement, in writing.

12) General

- (a) You may not directly or indirectly solicit for employment, or employ, Our employees until 12 (twelve) months have expired after the termination of this Agreement.
- (b) Either You or We may assign or novate the Agreement to a related body corporate with the prior written consent of the other party, which will not be unreasonably withheld or delayed.
- (c) We may subcontract all or any part of the Services with Your prior written consent, provided We:
 - (i) remain responsible for the performance of the Services in accordance this Agreement;
 - (ii) will be and remain liable to You for all acts, defaults and omissions of Our subcontractors as if they were Our acts, defaults or omissions; and
 - (iii) ensure each subcontractor complies with the terms of this Agreement, as if a reference to Us in any such term of this Agreement was a reference to a subcontractor.
- (d) A provision of, or a right created under this Agreement may not be waived or varied except in writing, signed by the party or parties to be bound.
- (e) Force Majeure. Sage will have no liability to you under this Agreement if it is prevented from or delayed in performing its obligations under this Agreement, or from carrying on its business by acts, events, omissions, or accidents beyond its reasonable control.
- (f) If any provision of this Agreement is held to be invalid, unenforceable, or illegal for any reason, this Agreement will remain otherwise in full force apart from such provision which will be severed.
- (g) This Agreement constitutes the entire agreement of the parties about its subject matter and supersedes all previous representations, agreements, understandings, and negotiations on that subject matter.
- (h) Each party must promptly do all further acts and execute and deliver all further documents (in form and content reasonably satisfactory to that party) required by law or which are necessary, or reasonably requested by any other party, to give effect to this Agreement.
- (i) The rights, powers and remedies provided in this Agreement are cumulative with and not exclusive of the rights, powers or remedies provided by law independently of this Agreement.
- (j) Clauses 4), 5), 6) (c), and 8) survive the termination of this Agreement for any reason.

13) Disputes

- (a) Any dispute, controversy or claim arising out of or relating to this Agreement, its interpretation, execution, the termination of or invalidity thereof, shall be settled by arbitration in accordance with the rules of arbitration of AFSA. The place of arbitration shall be in Johannesburg. The language to be used in the arbitral proceedings shall be English. The number of arbitrators shall be 1 (one), to be appointed according to the AFSA rules. Notwithstanding anything contained to the contrary, either of the parties may seek interim and junctive

relief from a court of competent jurisdiction which shall not be deemed as a waiver of any provisions contained in this clause 13).

- (b) Should AFSA, as an institution, not be operating at that time or not be accepting requests for arbitration for any reason, then the arbitration shall be conducted in accordance with the AFSA rules for commercial arbitration (as last applied by AFSA) before an arbitrator appointed by agreement between the parties to the dispute or failing agreement within 10 (ten) business days of the demand for arbitration, then any party to the dispute shall be entitled to forthwith call upon the chairperson of the Johannesburg Bar Council to nominate the arbitrator, provided that the person so nominated shall be an advocate of not less than 10 (ten) years standing as such. The person so nominated shall be the duly appointed arbitrator in respect of the dispute. In the event of the attorneys of the parties to the dispute failing to agree on any matter relating to the administration of the arbitration, such matter shall be referred to and decided by the arbitrator whose decision shall be final and binding on the parties to the dispute.
- (c) Nothing herein contained shall be deemed to prevent or prohibit a party to the arbitration from applying to the appropriate court for urgent relief or for judgment in relation to a liquidated claim.
- (d) This clause 13) will continue to be binding on the parties notwithstanding any termination or cancellation of this Agreement.
- (e) The parties agree that the written demand by a party to the dispute in terms of clause 13) that the dispute or difference be submitted to arbitration is to be deemed as a legal process for the purpose of interrupting extinctive prescription in terms of the Prescription Act, 1969.

14) Variation to these Terms and Conditions

- (a) Subject to any agreement to the contrary and to clause 14(c), these terms and conditions will remain in force for the Initial Term. We may propose a variation to these terms, to take effect from the commencement of the first Renewal Term or any anniversary of the commencement of that Renewal Term, provided that We notify You of any such proposed variation at least 30 (thirty) days in advance.
- (b) If You do not agree to any variation to these terms and conditions We propose, You may terminate the Agreement by written notice to Us with effect at any time up to 120 days after We have notified You of the proposed variation without penalty and the terms and conditions will remain in force, without the proposed variation, until the date of termination.
- (c) The preceding provisions of this clause (14) do not apply to changes to the Fees. The Fees are fixed for the Initial Term but may be varied by Us with effect from the commencement of any Renewal Term, provided that We must notify You of the amended Fees at least 30 days (thirty) days prior to the commencement of each Renewal Term.

15) Anti-Bribery and Corruption

- (a) Each party will and will procure persons associated with them:
 - (i) comply with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption (the "Relevant Requirements")
 - (ii) not engage in any conduct which would constitute an offence under any of the Relevant Requirements;
 - (iii) not do, or omit to do, any act that may lead the other party to be in breach of any Relevant Requirements;
 - (iv) promptly report to the other party any request or demand for any undue financial or other advantage received by it in connection with this Agreement;
 - (v) have and maintain in place during the term of this Agreement its own policies and procedures to ensure compliance with the Relevant Requirements and will enforce them where appropriate.

16) Intellectual Property and Licensing

- (a) We warrant that:
- (i) We own, or are licensed and authorised to make available for Your use the Software for the purposes of this Agreement;
 - (ii) that Your use of the Software and the Hosting Environment in accordance with the terms of this Agreement will not cause You or Us to infringe the intellectual property rights of any third party.
- (b) We will indemnify You against all Claims and Damages You may suffer or incur in the event of any breach of the warranties in clause 16)(a), provided that You must notify Us as soon as practicable of any Claim and, if We request, allow Us to defend, manage or settle the Claim.
- (c) In the event of a Claim that Your use of the Software in accordance with this Agreement infringes the intellectual property rights of any third party then, without limiting clause 16)(b), We will procure for You the right to continue to use the Software, or modify the Software so it is no longer infringing, or if neither of those are reasonably possible, refund You any Fees paid, together with Your reasonable costs incurred in migrating to an alternative provider.
- (d) You acknowledge that the Software and the Private Hosted Environment is made available to You under licence only. That licence persists only during the currency of this Agreement and nothing in this agreement assigns to You any ownership or perpetual right with respect to the Software.
- (e) To the extent that in the performance of this Agreement or any related agreement, intellectual property rights are created which vest in, or are required to be assigned to, You, We acknowledge that You are free to deal with all such rights freely, provided that, where the use of such intellectual property is necessary for use of the Hosting Environment, You must retain sufficient rights to enable Your continued use of the Hosting Environment as long as You remain a party to this Agreement.

17) Data Protection

The Parties agree that to the extent that Sage Processes Personal Information on your behalf in accordance with this Agreement, the Data Processing Agreement found at <https://www.sage.com/en-za/legal/terms-and-conditions/product-and-service-terms-and-conditions/> and Sage's Privacy Notice and Privacy Policy as amended and updated from time to time found at <https://www.sage.com/en-za/legal/privacy-and-cookies/protection-of-personal-information/forms-part-of-this-agreement>.

18) Notices and *Domicilia*

- (a) Each of the parties chooses their respective *domicilia citandi et executandi* at the physical addresses stipulated in the Order, and for the purposes of giving any notice, the payment of any sum, the serving of any process and for any other purposes arising from this Agreement.

19) Sanctions

- (a) You hereby confirm that:
- (i) You shall, at all times conduct business in compliance with all sanctions laws, regulations and regimes imposed by relevant authorities, including but not limited to, the Office of Foreign Assets Control (OFAC), the UN, the UK and EU;
 - (ii) neither You nor any of Your Affiliates are named on any “denied persons list” (or equivalent targeted sanctions list) in violation of any such sanctions restrictions, laws, regulations, or regimes, nor You or any of Your Affiliates owned or controlled by a politically exposed person; and
 - (iii) You have and shall maintain throughout term of this Agreement appropriate procedures and controls to ensure and be able to demonstrate Your compliance with this Sanctions Clause. You shall not permit any

of Your Personnel to access and/or use the Services in violation of any export restrictions in any jurisdiction or any sanctions law or regulation or in any Restricted Territories. Such access and/or use is not permitted by Sage and shall constitute a material breach of this Agreement. You will promptly notify Sage if either You or any of Your Affiliates has violated, or if a third party has a reasonable basis for alleging that You or any of Your Affiliates has violated, this Sanctions clause You shall indemnify (and keep indemnified) Sage, its Affiliates and their officers, directors, employees, attorneys and agents against any claims, costs, damages, losses, liabilities and expenses (including attorney's fees and costs) arising out of or in connection with You (or Your Personnel) breach of this Sanctions clause.

- (b) Sage reserves the right to carry out an audit of Your locations and Personnel and Affiliates to assess Your compliance with this Sanctions clause.
- (c) Breach of this clause 19 shall be deemed a material breach incapable of being remedied under this Agreement and Sage shall, at its sole discretion, have the right to terminate the Agreement with immediate effect.

20) Governing law and jurisdiction

- (a) This Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) are governed by and construed in accordance with Schedule 1.

Schedule 1 – Sage Contracting Entities, Governing Law and Jurisdiction

Sage Contracting Entity	Governing Law	Jurisdiction
<p>Sage South Africa (Pty) Ltd; 6th Floor, Gateway West, 22 Magwa Crescent, Waterfall, Midrand 2066,</p>	<p>South African Law</p>	<p>The parties irrevocably agree that the High Court of the Republic of South Africa has exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).</p>
<p>Sage Software Nigeria Limited; 1st Floor, Plot 6 Southgate House Udi Street, Osborne Foreshore Estate Ikoyi, Lagos State, Nigeria</p>	<p>South African Law</p>	<p>The parties irrevocably agree that the High Court of the Republic of South Africa has exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).</p>
<p>Sage Software East Africa Limited; 4th, Floor Nivinia, Towers Westlands Road, Nairobi Kenya</p>	<p>South African Law</p>	<p>The parties irrevocably agree that the High Court of the Republic of South Africa has exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).</p>