

## **Exclusive Server Terms & Condition for SAG Online Users of Desktop Products**

### **Licence Terms:-**

1. Cloud Server to run desktop Software i.e. Genius, Payroll, Comp Law with XBRL, ROC and XBRL for Existing and New Clients having the latest year subscription. If a client wants to run an existing software license on remote then the client has to pay SAG ONLINE server charges and the new client has to pay both software Installation charges + SAG ONLINE server charges. A client can also install other Licenced software like Accounting etc. If a client has no licence then he/she will be liable for consequences or any liability. No illegal activity, installations will be permitted on this server.
2. SAG ONLINE server charges will be user and month-wise not date wise. If the client subscribed during a month then he also has to pay the full monthly amount, and not on a per-day basis.
3. A client can make multi-users for his/her staff considering the provided resources of an online server.
4. If the client does not renew for SAG ONLINE server services, then SAG will not be liable to save or provide backup. Therefore, if any client doesn't want to use the facility then it is suggested to first take the backup and copy it at their own system before the date of expiry of the subscription. If payment for next month is not received up to the last date of the validity period and the invoice not issued then from the next day facility will not be available.
5. If the client does not renew for SAG ONLINE server services and in case, purchases SAG ONLINE services again after some time then they will get a fresh account.

### **Procedure:-**

6. To take remote access, Company will provide a utility. When client click on utility it ask for User Name & Password.
7. In an exclusive server, clients will not get full HDD Space, RAM and CPU because some space is also used by OS and installed software.
8. The company will offer a wholly configured system at the time of subscription to the facility, however, for any further modification of the server by the client, the charges will be applicable as per each service.

### **Pricing, Space and Suits:-**

9. In the Exclusive Server for organizations and corporates, they will be assigned a complete admin login and they can use Comp Law without XBRL, Payroll, and Accounting Software also. In this facility up to 10 users will be provided for access. The client will get 50 GB of disk space for each account with 100 GB of bandwidth per month. Charges will be 5,000 + GST per month. Exclusive Server will be delivered within 2 business working days after payment is received and invoice has been issued.
10. The clients will be eligible for some additional suite of applications including MS Word, Ms Excel, Adobe Reader, remote access tool, Chrome, Firefox, and Internet Explorer. Accept that if a client wants to install any third party software they can but we are not responsible for support of third party software maintenance and installation only if the Client has the licence for third party software. If a client has no licence then he/she will be liable for consequences and liability. Due to the third party software if server has encountered any problem then client to pay extra charges for services given by the company.
11. In the Exclusive Server and regular Server for add-on space you need to pay extra.

#### **Add-on Charges for Exclusive Server**

<b>S. No</b>	<b>Space in GB</b>	<b>Price*</b>
1	50	1200.00
2	100	2000.00

*Taxes Extra*

### **Pricing Policy:-**

12. The company may withdraw the online product facility with 15 days prior notice whenever the organization is required to do so.
13. The SAG Online Facility prices can be changed on a month to month basis as per the discretion of management.

### **Maintenance and Security Instructions:-**

14. Every day in the morning from 08:00 AM to 9:00 AM, the server will be down for 1 hour to manage/maintenance and for the latest updation of the software.
15. If the client opens personal accounts on the SAG ONLINE server and in any case of hacking or misuse of that account then the SAG infotech is not liable.

16. Clients have to change admin password at the time of handover by SAG Infotech. At a time only one person can access the software with the same user name.
17. Each user has a Common folder where the SAG Infotech will leave a message for any communication.
18. In case SAG ONLINE Server gets Shutdown or Crashes, the company will not be liable to provide any software Data so it is suggested to keep backup on a daily basis on your local system.
19. Before Leaving the SAG ONLINE Server Login, it is a must to close all applications and log out properly due to the loss of the data. In any case, due to the maintenance of servers, it might get restarted which may lose data on such conditions.

**Backup / Restore:-**

20. Clients need to manage the backup of software daily and need to copy from SAG ONLINE to a local machine.
21. Clients can take the backup of their existing software and restore it at the SAG ONLINE server and vice versa.
22. The data of both online and desktop cannot be merged within one copy. The client will have to take a backup and then restore it online. It is suggested that the client must use one copy of data at a time either online or offline.

**Support Timing:-**

23. Customer Support Service will be available in office timing only. Monday to Friday 10:00 AM to 7:00 PM and Saturday 10:00 AM to 5:00 PM. (As per Govt. Guidelines on COVID-19, tech support timings will be updated on the website).

**Restriction:-**

24. Printing and DSC Signing facility is not available in SAG ONLINE server products. The client has to save the file and copy it on their own system then it can be printable or digitally sign the file and upload.
25. Clients can be allowed to install SAG Infotech desktop Softwares Genius, Payroll, CompLaw with & Without XBRL, XBRL and any third party software consider according to provided hardware resources on the server.

26. Clients are allowed to access all server files/folders related to him/her on the SAG ONLINE server. But after handing over if the server crashes or corrupted then SAG is not liable for that.
27. If the client is found misusing SAG ONLINE Server Resources then the company has the rights to block the log in on immediate basis.

**Server Speed Issue:-**

28. In case of client internet connection, and data issue from client-side due to which SAG ONLINE Server cannot have access, in such scenario the company will not be liable.
29. The user experience of the system and server would depend on the client data connection and internet speed variables.