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

**Licence Terms:-**

1.  Cloud Server to run desktop Software Genius, Payroll, and Comp Law with XBRL for Existing and New Clients having current 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. Applicable Taxes will be extra.

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 subscribe to multi-users for staff. The company will charge per user and software.

4.  If the client does not renew for SAG ONLINE server services, then SAG will not be liable to save or provide backup. So 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 future, purchases SAG ONLINE services again, 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.  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:-**

8.  The introductory prices will be INR 500 + GST post which the prices will get back to normal INR 1,000 + GST for each software and each login. (For example, if one login required to run Genius, Comp Law with XBRL and Payroll then client need to pay INR 3,000 + GST per month)

9.     Each SAG ONLINE account gets 10 GB of disk space for each account. Also, each client gets 50 GB of bandwidth per month.

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.

Add-on Charges for regular Server

| S. No | Space in GB | Price* |
|---|---|---|
| 1 | 5 | 250.00 |
| 2 | 10 | 400.00 |
| 3 | 20 | 750.00 |

*Taxes Extra*

### Pricing Policy:-

11.    The company may withdraw the online product facility with 15 days prior notice whenever the organization is required to do so.

12.    The SAG Online Facility prices can be changed on a month to month basis as per the discretion of management.

### Maintenance and Security Instructions:-

13.    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.

14.    If the client opens personal accounts on the SAG ONLINE server and in any case of hacking or misuse of that account, SAG Infotech will not be liable.

15.    Clients have to change their password at the time of handover by SAG Infotech. At a time only one person can access the software with the same user name.

16.    Each user has a Common folder where the SAG Infotech will leave a message for any communication.

17.    The company will deploy additional Security for the cyber-attack and cyber security for personal data and details with antivirus and firewall. Also note that due to this security, the client won't be able to run unsecured & unnecessary websites on their system.

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, DSC Signing facility and email sending from Software are 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 cannot be allowed to install any other Software except SAG Infotech desktop Software Genius, Payroll, Comp Law with XBRL.

26. Clients cannot avail the facility of Comp law without XBRL & XBRL as this can be used only if they subscribed to the Exclusive Server Option.

27. Clients are allowed to access limited files/folders related to him/her on the SAG ONLINE server.

28. If the client is found misusing SAG ONLINE Server Resources then the company has the rights to block the login on immediate basis.

**Server Speed Issue:-**

29. In case of client internet connection, and data issue arises due to which SAG ONLINE Server cannot have access, in such scenario the company will not be liable.

30. The user experience of the system and server would depend on the client data connection and internet speed variables.

31. Avoid the Last date of the e-filing process on the server, due to High congestion Traffic on the server.