

MICROSOFT & CLOUD SERVICES SCHEDULE

COMNEXIA Corporation

Service-Specific Schedule

Version 2026.08.14

Intended permanent URL

<https://comnexus.com/service-schedules/microsoft-cloud/>

How this schedule applies. This schedule applies when a Sales Order includes Microsoft licenses, Microsoft 365, Azure, Entra, Intune, Defender, Copilot or other cloud products and expressly identifies this schedule. It replaces COMNEXIA's legacy 2001 Microsoft software attachment for new transactions, but it does not replace Microsoft's own current agreements.

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1. Microsoft Customer Agreement and Provider Terms

Customer must accept and remain bound by the then-current Microsoft Customer Agreement and other Microsoft Product Terms, service-specific terms, acceptable-use rules, privacy terms and licensing requirements applicable to Customer's purchases.

COMNEXIA may require completion or confirmation of Microsoft acceptance before placing or modifying an order. COMNEXIA cannot alter Microsoft's terms on Microsoft's behalf.

This COMNEXIA schedule is a contract between COMNEXIA and Customer. It is not the Microsoft Customer Agreement and does not replace any agreement Customer must accept directly with Microsoft.

2. Licensing and Subscription Commitments

Microsoft and other cloud subscriptions may be sold on monthly, annual, multi-year, consumption or other commitment terms. The Sales Order and provider ordering record determine the applicable commitment.

Once a provider cancellation or reduction window has expired, a subscription may be noncancelable and nonrefundable until the next provider-permitted change date. Customer remains responsible for those commitments under the MSA even if Customer stops using the product or terminates unrelated COMNEXIA Services.

3. Seat and Quantity Changes

Increases may be billed when licenses or resources are added. Reductions are effective only when permitted by Microsoft or the applicable provider. A Customer request to remove a user does not necessarily cancel the underlying subscription commitment.

4. Pricing and Provider Changes

Microsoft and other cloud providers may change pricing, product names, bundles, features, licensing rules, minimum commitments and service terms. COMNEXIA may pass through provider-imposed changes as permitted by the MSA.

COMNEXIA is not responsible for a provider's decision to retire, rename, repackage, replace or materially change a cloud product.

5. Tenant and Administrative Access

Unless otherwise agreed, Customer owns or controls its Microsoft tenant and Customer Data. Customer authorizes COMNEXIA to maintain delegated, administrative or other access reasonably necessary to provide purchased Services.

COMNEXIA may use Microsoft-supported delegated administration mechanisms, service accounts, automation or partner relationships. Access will be limited to the scope reasonably necessary for Services and may change as Microsoft changes its platform.

6. Customer Licensing Responsibility

- Provide accurate user, device and usage information relevant to licensing.
- Use Microsoft products only within licensed rights and assigned quantities.
- Notify COMNEXIA before materially changing licensing architecture, tenant ownership, billing relationships or administrative control.

- Maintain licenses required for Customer applications and integrations that are outside COMNEXIA's procurement scope.

7. Cloud Availability and Data

Microsoft and other cloud providers control their own infrastructure and service availability. COMNEXIA does not guarantee provider uptime, feature availability, data residency, support response or recovery unless a separate COMNEXIA obligation is expressly stated.

Native cloud retention, recycle-bin features, replication or provider redundancy are not a substitute for a separately purchased backup Service where Customer requires independent backup or longer retention.

8. Security and Configuration

COMNEXIA may configure Entra, Intune, Defender, Conditional Access and other Microsoft security features when included in the Sales Order. Security configuration reduces risk but does not guarantee prevention of compromise. Customer responsibilities and declined recommendations are governed by the MSA.

9. Support

When Microsoft support coordination is included, COMNEXIA may open and manage provider support cases on Customer's behalf. Microsoft remains responsible for its own product support, engineering decisions and service restoration.

10. Copilot and Artificial Intelligence

Microsoft Copilot and similar Microsoft AI services are Third-Party Products. Customer is responsible for deciding which users receive licenses and what Customer Data those users may access. COMNEXIA does not warrant the accuracy or completeness of AI output.

11. Offboarding and Partner Changes

On termination, COMNEXIA will reasonably cooperate with transfer of Customer-controlled tenant access and provider relationships as permitted by Microsoft. Customer remains responsible for active commitments that cannot be cancelled. Transition work beyond ordinary administrative release may be billable under the MSA.