

# IMPROVING CSP

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## *Self-Service Subscription Management Agreement – 01.2020*

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The Self-Service Subscription Management Agreement (“Agreement”) sets forth the terms and conditions under which ProSource IT Consulting, Inc. (DBA – Improving Cleveland, “Improving”) provides its Clients the benefit of being able to self-service manage existing subscription details for products and services acquired through the Improving CSP offering.

Self-service subscription management is provided through a third-party web portal that is owned and managed by Improving’s direct CSP provider. This portal enables Customer to modify the license count for most existing subscriptions. Use of this benefit is governed by the following terms and conditions.

- i. **Subscription Terms.** License changes made to subscriptions do not modify the original terms of the subscription itself. The subscription term (start and end dates) as well as billing cycles will remain unchanged.
- ii. **Billing.** License changes made through this benefit are processed immediately upon submission and cannot be undone. This will result in Improving’s direct CSP provider processing new subscription costs which will be invoiced to Customer.
  - a. **Monthly Subscriptions.** License changes to monthly subscriptions will be reflected in the next-month’s billing cycle. When multiple changes in license quantities for the same subscription occur in the same month, Customer may be billed for the highest quantity of licenses resulting from those changes.
  - b. **Annual Subscriptions.** License changes to annual subscriptions are billed in full at a prorated cost of the licenses based on the original subscription term. Changes to annual subscriptions to reduce the total number of licenses will not result in any refund or credit for the reduced license count as these are pre-paid commitment licenses only.
- iii. **Availability.** The self-service licensing portal is made available through Improving’s CSP offering, but availability and supportability is the responsibility of Improving’s direct CSP provider. Improving may make the licensing portal available to Customer, but access to the portal is not a guaranteed benefit. Improving reserves the right to remove access to the licensing portal at any time.

By signing this Self-Service Subscription Management Agreement, the undersigned acknowledges and agrees that they have read and understand the terms and conditions of this Agreement and that the undersigned is authorized to make subscription licensing changes on behalf of Customer.

Customer:

Name:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_