



Terms and Conditions

Microsoft 365 Backup & Recovery - Schedule CB-2

Effective Date: October 14, 2025 | Supersedes prior versions.

Service Summary

Service Provider shall provide Microsoft 365 Backup services ("M365 Backup") to protect designated Microsoft 365 workloads, including user mailboxes, OneDrive files, SharePoint sites, and supported Teams data. M365 Backup is designed to provide recovery options in the event of accidental deletion, corruption, or platform limitations. This service supplements Microsoft's native data retention features but does not guarantee complete recovery of all data or eliminate the need for other backup or disaster recovery solutions.

Scope of Services

- Deployment and management of backup agents for designated Microsoft 365 workloads (mailboxes, OneDrive, SharePoint, and supported Teams content).
- Automated scheduled backups in accordance with Service Provider's standard backup policy.
- Monitoring of backup job success/failure through Service Provider's systems.
- Remediation efforts for backup failures where reasonably possible.
- Restoration of backed-up data upon Client request, subject to available restore points and platform limitations.
- Documentation of backup and restoration activities in Service Provider's ticketing system.

Exclusions

- Responsibility for data not covered by the backup platform (e.g., unsupported Teams data, third-party apps integrated with Microsoft 365).
- Unlimited storage or retention; services are subject to Service Provider's standard pooled storage and retention policies.
- Guarantee of specific restore times or outcomes; recovery depends on data size, bandwidth, and vendor platform performance.
- Business continuity or disaster recovery commitments, including Recovery Time Objective (RTO) or Recovery Point Objective (RPO), unless separately contracted.
- Regulatory or legal retention requirements (e.g., legal hold, e-discovery, WORM storage) unless expressly agreed in writing.
- Backup of non-Microsoft 365 platforms or user-owned storage outside the covered workloads.

Client Responsibilities

- Identify users, groups, and workloads to be included in M365 Backup.
- Maintain valid Microsoft 365 licensing and ensure compatibility with Service Provider's backup platform.
- Promptly review and respond to notifications regarding backup failures, storage limits, or retention issues.
- Retain responsibility for data not expressly designated for inclusion in M365 Backup.

General Terms

- M365 Backup provides protection only for data included in configured workloads and subject to platform limitations. Service Provider is not responsible for loss of data excluded from coverage, deleted before scheduled backup, or otherwise inaccessible to the platform.

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- Client acknowledges that M365 Backup is one element of a layered security and continuity strategy. While this Service reduces risk of data loss within Microsoft 365, no single control or combination of controls can guarantee complete protection or eliminate all vulnerabilities. Even the most advanced backup systems remain subject to bypass or failure. Service Provider strongly recommends implementing complementary safeguards — such as endpoint detection and response (e.g., Adlumin XDR), conditional access policies in Microsoft 365/Intune/Entra ID, endpoint/server backup, email filtering, and user training — to achieve stronger overall resilience.
- All response times for backup-related service requests are governed by the Service Level Objectives in Schedule A of the Master Service Agreement.
- Fees for this Schedule are billed in accordance with the Payment Terms of the Master Service Agreement. Required platform licensing is included in Service Provider's standard service fees unless otherwise specified. Additional costs (e.g., optional storage expansion or non-standard integrations) may apply and will be billed separately.