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## SPECIFIC TERMS AND CONDITIONS FOR REVODESKTOP – JULY 2020

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### 1. Application

- 1.1 These Terms and Conditions shall apply to the provision of RevoDesktop Services by Atmoso to the Partner in additional to the General Terms and Conditions.
- 1.2 In the event of conflict between these Terms and Conditions and any other terms and conditions (of the Partner or otherwise), the former shall prevail unless expressly otherwise agreed by Atmoso in writing.

### 2. Definitions and Interpretation

- 2.1 Any of definitions and interpretations contained within the Atmoso General Terms and Conditions shall have the same meaning in these Terms and Conditions.

### 3. Additional Terms

- 3.1 Desktops are not to be shared amongst staff members unless expressly ordered as pooled desktops.
- 3.2 Customers are required to keep their login information secure and confidential and Atmoso shall not be liable for any data loss or breach due to failure to keep login information secure.
- 3.3 Desktops are not be used for running compute workloads in the background, or to run any application which would not normally be considered a desktop application.
- 3.4 Desktops may be unavailable for logon short periods while the user is logged off, for reimaging. This shall be not be deemed as downtime or a failure of service.
- 3.5 Use of the supplied desktop client is subject to acceptance of the VMware User Licence Agreement.
- 3.6 Where basic user helpdesk is ordered, then Atmoso shall only provided limited support to users for logging in or resetting user profiles during standard business hours.
- 3.7 Where premium helpdesk support is ordered, Atmoso shall provide 24/7/365 support to users for their desktops by Telephone only and the Partner shall be responsible to ensure that any provisions for disability are dealt with to ensure equal opportunities.