



LEGAL AGREEMENT

Terms of Service

Hosting · Business Email · Domains · Website Care · Web Design

Version	4.3
Version date	26 October 2026
Effective date	26 October 2026, if published on that date; otherwise, the date of publication on the SyncTech website
Applies to	Services identified in the accepted order, quotation or invoice
Published at	https://www.synctech.com.my/terms-of-service.php

Application. For new orders, this Version 4.3 applies from the date it is published on the SyncTech website. For existing customers, it applies to a renewed term following the notice and acceptance process in Clauses 4 and 22, subject to applicable law. It does not retrospectively change a prepaid fixed term or an accrued claim.

SUPPLIER

SYNCTECH COMPUTER & SOFTWARE DEVELOPMENT

SSM registration no. 200103128562 (JM0347655-H)

35, Jalan Seri Impian 1, Taman Impian Emas, 81300 Skudai, Johor, Malaysia

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At a glance: important service conditions

- The services, features, fees, committed term and any special service level are the ones identified in the accepted order, quotation or service schedule.
- Availability is provided using reasonable commercial efforts. No general uptime percentage, continuous-availability warranty or automatic downtime credit applies unless a separate written SLA expressly states otherwise.
- Where SyncTech operates backup systems, they are primarily an internal operational and disaster-recovery safeguard for SyncTech. They are not a separate backup product owned by or guaranteed for the Client. Restoration is performed only by SyncTech, on request, for the fee in Schedule 3, and success is not guaranteed. Clients must maintain and test their own independent backups.
- Customers are responsible for their websites, applications, account credentials, content, lawful use, email recipients and end users, except to the extent a responsibility cannot lawfully be allocated to them.
- SyncTech may restrict or suspend a service to address overdue payment, malware, spam, a security incident, harmful resource use, legal requirements or risk to other customers. Notice will be provided where reasonably practicable.
- Website hosting does not include website repair, debugging, maintenance or recovery unless the Client has purchased the applicable service or SyncTech has agreed in writing.
- Fees paid are not refunded on cancellation, suspension or termination, subject to mandatory law.
- The liability exclusions and cap below apply only to the extent permitted by Malaysian law. They do not remove any mandatory statutory right or remedy.
- SyncTech may update these terms from time to time. The current version is always published at www.synctech.com.my/terms-of-service.php, and existing clients are notified before a material change applies to their next renewal (Clauses 4 and 22).

1. Agreement, supplier and scope

1.1 Supplier. The supplier of the Services is SYNCTECH COMPUTER & SOFTWARE DEVELOPMENT, a business registered with the Companies Commission of Malaysia (SSM) under registration number 200103128562 (legacy registration number JM0347655-H), of 35, Jalan Seri Impian 1, Taman Impian Emas, 81300 Skudai, Johor, Malaysia (the "Provider", "SyncTech", "we", "us" or "our"). SyncTech is a registered business, not an incorporated company. If SyncTech's registered details change, the details on the current SSM record and on the accepted quotation or invoice apply. Notices to SyncTech are governed by Clause 23.

1.2 Client. "Client", "you" and "your" mean the individual or entity purchasing or using the Services. If you accept this Agreement for a company or other organisation, you warrant that you have authority to bind that organisation.

1.3 Services. "Services" means the particular hosting, business email, email security, domain registration or management, website design, website care, maintenance, migration, restoration, security, software, support or related services that SyncTech accepts in writing or supplies under an order, quotation, invoice or service schedule.

1.4 Contract documents. This Agreement applies with the accepted order or quotation and any service-specific schedule, written SLA, Acceptable Use Policy (AUP), Refund and Cancellation Policy, Privacy Policy, applicable domain registry or registrar terms, and any required data-processing addendum, but only to the extent each document was clearly identified, supplied or linked before acceptance. For every hosting renewal, SyncTech will include in the renewal notice a PDF copy of the applicable version of this Agreement or a direct link to download it, together with a direct link to the published version, its version number and effective date. The Client should save the copy for future reference. Mandatory law prevails.

1.5 No unlisted service. Features, support, security work, backup frequency, storage, response times and other work are included only where stated in the applicable plan, order or written agreement. Estimates, examples and general marketing descriptions do not override a more specific accepted order or an express written commitment.

2. Definitions and interpretation

2.1 "Business Day" means Monday to Friday, excluding public holidays observed in Johor, Malaysia.

"Business Hours" means 9:00 a.m. to 6:00 p.m. Malaysia time on a Business Day, unless a service schedule expressly states different hours. "Client Content" means data, text, websites, code, images, messages, databases, email, records and other material submitted, stored or transmitted by or for you through the Services. "End User" means a person using your website, mailbox, application or other service.

2.2 Headings are for convenience only. "Including" means "including without limitation". Where a term conflicts with mandatory law, the term is modified only to the extent necessary and the remainder continues in effect.

3. Orders, acceptance and electronic records

3.1 An order becomes binding when SyncTech accepts it in writing, activates the Service, or begins agreed work after receiving your approval. Acceptance of this Agreement may be recorded by a signed quotation, an affirmative checkbox or click-through, an order submitted with a conspicuous link to this Agreement, or another method that clearly records the version accepted. Browsing the website does not by itself establish acceptance.

3.2 You must be legally capable of entering into the contract. You must supply accurate contact, registrant and billing details and promptly correct any material error. SyncTech may reasonably verify identity, account ownership or authority before acting on domain transfers, account changes, data exports, restoration or other sensitive instructions.

3.3 SyncTech may decline an order before acceptance, including where the requested use is unsuitable, unlawful, technically infeasible, presents an unacceptable security or abuse risk, or cannot be supported by available upstream services. If SyncTech accepts payment but cannot provide the ordered Service, SyncTech will refund the amount paid for that Service, less any third-party cost already committed, unless mandatory law requires otherwise.

3.4 SyncTech may retain the accepted terms version (including the exact PDF or an integrity-verifiable copy), order or quotation, timestamps, account identifiers, consent logs, renewal notices, email dispatch, delivery and bounce records, website version history, invoice and payment records and relevant support tickets as evidence of the agreement, subject to applicable data-protection and retention requirements.

4. Term, renewals and cancellation requests

4.1 The initial term, billing cycle, renewal date and renewal price are stated in the accepted order, quotation or renewal invoice. Unless the order says otherwise, a recurring Service may be renewed for the stated renewal period by the Client paying the renewal invoice or expressly confirming renewal.

4.2 Renewal notice and access to terms. For hosting renewals, SyncTech will send a renewal notice to the latest billing email address recorded for the account, where reasonably practicable at least fourteen (14) calendar days before the renewal date. Where this Agreement or another incorporated policy materially changes, SyncTech will give at least thirty (30) calendar days' notice before the affected renewal where reasonably practicable. The notice will state the Service, renewal period, amount and due date; identify the version of this Agreement and its effective date; attach it as a PDF or provide a direct download link; link to the identical version on SyncTech's website; summarise material changes; and explain how to cancel or decline renewal. You must keep your billing email address current and promptly update any changed contact details. Dispatch and available delivery records are evidence that a notice was sent, but sending an email does not prove that a person read it.

4.3 Acceptance at renewal. For an ordinary renewal, where the renewal notice clearly identifies the version of this Agreement, includes the PDF or direct access to it, and states prominently that renewal payment or an express renewal instruction means acceptance, the Client's payment of the renewal invoice or express instruction to renew after receiving that notice is intended to constitute acceptance of that version for the renewed term, to the extent permitted by Malaysian law. The notice must call out the backup and availability terms, the independent-backup obligation, the relevant liability limits, the no-refund position and the option not to renew. Silence, failure to reply, or website publication alone will not be used as the sole proof of acceptance of a material adverse change.

4.4 Material changes. If a revised version materially changes liability allocation for data loss or downtime, refund or remedy rights, core service scope, or price, SyncTech will require affirmative acceptance before applying those changes to a renewed term. Acceptance may be recorded by a portal checkbox or click, a reply email, or payment of the renewal invoice after a prominent notice and an invoice that expressly says payment constitutes acceptance of the identified version. SyncTech does not automatically charge a stored card or other payment method. If the Client does not accept, the Client may decline renewal and SyncTech may decline to renew the affected Service, subject to the existing contract and mandatory law. No new term applies retrospectively to an accrued claim or prepaid fixed term unless lawfully agreed.

5. Fees, invoicing and payment

5.1 Fees are payable in advance unless the accepted order states otherwise. You must pay the amount invoiced by the due date, including recurring fees, setup and project charges, domain and registry costs, software licences, approved out-of-scope work, restoration work and disclosed third-party charges.

5.2 Fees remain payable for a paid term even if you do not use the Service, your website receives little traffic, you do not configure the Service, or an interruption is caused by you, your application, an End User, or an excluded event under an applicable SLA. This clause does not remove a remedy that is required by law or expressly provided under an applicable SLA or written offer.

5.3 SyncTech may change renewal prices or introduce a new fee prospectively by giving at least thirty (30) days' notice where reasonably practicable. A price change will not alter a prepaid fixed term unless the order or applicable law permits it. If you reject a material price change, you may cancel the affected renewal before the new price takes effect, while remaining liable for accrued and properly incurred charges.

5.4 Late payment. No interest is charged on overdue invoices. An invoice more than twenty (20) calendar days overdue may incur a late-payment administration charge of RM15, applied once per overdue invoice, where lawfully permitted. SyncTech may recover reasonable, documented collection costs to the extent legally recoverable.

5.5 Payment methods. Payment is by cheque or bank transfer to the payee and account stated on the invoice. Cheques must be crossed and made payable to SYNCTECH COMPUTER & SOFTWARE DEVELOPMENT; a payment by cheque is treated as received when the cheque has cleared. Please quote the invoice number with every payment. A charge of up to RM45 may apply to a returned cheque or a failed or reversed payment where it reasonably reflects administrative or third-party costs.

5.6 You must pay all undisputed amounts on time. If you dispute an invoice, send a written explanation and supporting detail promptly, preferably before the due date. The parties will work in good faith to resolve the disputed portion. You must still pay undisputed portions. A delay in raising a dispute may affect the investigation of billing records but does not waive a right that cannot lawfully be waived.

5.7 Amount payable. The total shown on the invoice is the full amount you need to pay.

6. Service delivery, changes and third-party dependencies

6.1 SyncTech will provide the Services described in the accepted order using reasonable commercial efforts and within the scope of the subscribed plan. Unless expressly included, Services do not include the provision or maintenance of your devices, local network, internet connection, operating system, applications, website content or third-party software.

6.2 SyncTech may perform scheduled maintenance, security updates, emergency work, upgrades, migrations or configuration changes. Where reasonably practicable, SyncTech will give advance notice of material planned work; emergency work may be performed without advance notice where delay would increase risk or harm. SyncTech may use data-centre operators, registrars, registries, network carriers, software licensors, email filtering platforms, certificate authorities and other suppliers to deliver a Service.

6.3 Third-party providers are subject to their own terms, technical limitations, decisions, pricing, maintenance and availability. SyncTech does not control their systems and cannot guarantee their uninterrupted performance. SyncTech remains responsible for its own express obligations and any liability that cannot lawfully be excluded.

6.4 SyncTech may change, update, replace, suspend or discontinue features, implementations, policies or service methods from time to time for business, operational, security, technical, legal or upstream reasons. SyncTech will provide notice of material changes where reasonably practicable. Changes to this Agreement are governed by Clause 22. No change removes a right or remedy that cannot lawfully be excluded.

7. Availability, uptime and support

7.1 Reasonable-efforts availability; no general uptime warranty. SyncTech will use reasonable commercial efforts to operate and maintain the SyncTech-managed hosting platform and to respond to reported incidents within the scope of the subscribed Service. The Services are not guaranteed to be continuously available, uninterrupted, error-free or accessible from every network or location. No general 99.9% or other uptime warranty, availability percentage or service-level commitment applies unless a separate written SLA, signed or expressly accepted by SyncTech, identifies the eligible Service, measurement method, exclusions and remedy. An availability figure in a marketing description is a target, not a warranty, and does not create an SLA.

7.2 Monitoring and incident records. SyncTech may use monitoring alerts, service logs and upstream provider records to assess availability and troubleshoot incidents. Monitoring may not detect every interruption, and an external monitoring result may differ from the actual condition of the covered Service. SyncTech will consider relevant records and information supplied by the Client when investigating a report, but no monitoring tool creates an uptime warranty or guaranteed response or restoration time.

7.3 Factors outside SyncTech's control. Interruptions or degradation may arise from scheduled or emergency maintenance; data-centre, power, cooling, hardware, network, DNS, registrar, registry, carrier or upstream-provider failures; software or licence defects; internet routing; attacks including DDoS; malware; traffic spikes; government or legal action; force majeure; customer code, content, configurations, credentials, plugins or applications; customer or end-user actions; email recipient systems; and other events beyond SyncTech's reasonable control. SyncTech will use reasonable efforts to mitigate service-impacting incidents within its control, but does not guarantee prevention, uninterrupted service or a particular recovery time. This clause does not exclude a liability that applicable law does not permit to be excluded.

7.4 No automatic downtime compensation. Unless a separate written SLA expressly states otherwise, a downtime or degraded-performance event does not entitle the Client to an automatic refund, fee reduction, service credit, compensation or damages under this Agreement. SyncTech may, at its discretion, provide a goodwill credit without establishing a precedent or admitting liability. This clause operates only to the extent permitted by law and does not remove any mandatory statutory right or remedy.

7.5 No service-level remedy unless expressly agreed. No SLA, uptime percentage, response-time target, resolution-time commitment, business-continuity guarantee or automatic credit applies unless stated in a separate written SLA that identifies the covered Service and remedy. Descriptions such as "monitored", "reliable", "high availability", "24/7" or "reasonable efforts" do not mean continuous monitoring by a person or guaranteed response, diagnosis, repair or resolution within a particular time.

7.6 Support. Support channels, hours and included tasks are those stated in the applicable plan or current support page. General Support is available during Business Hours. An Emergency Support or 24/7 WhatsApp contact channel, where advertised, means a contact channel is available; it does not by itself guarantee a human response, diagnosis, resolution or repair within a particular time. Unless an SLA says otherwise, response and resolution times are estimates and may vary by severity, workload, third-party dependencies and the information supplied by the Client.

7.7 Support generally covers the SyncTech-managed service boundary. Work involving Client devices, local networks, Microsoft Outlook or other end-user software, third-party applications, custom code, malware cleanup, data reconstruction or other work outside the subscribed plan may be declined or charged. Remote helpdesk support is charged from RM80 per task (Schedule 3). Other rates are disclosed and approved before non-emergency work begins.

8. Backups, restoration and data recovery

8.1 SyncTech operational backups. Backup systems are maintained primarily for SyncTech's own operational resilience, system recovery and disaster-recovery purposes. They are not a Client-owned storage facility, an archival service, or a promise that the Client will have access to a particular backup or restore point. Where SyncTech expressly advertises or agrees to provide backup-related assistance for a plan, SyncTech will use reasonable commercial efforts to operate the relevant backup process. A reference to daily backups with the latest seven (7) days kept describes an operational target only, not a guarantee that any file, database, mailbox, configuration, restore point or version will exist, be complete, be uncorrupted or be recoverable when requested.

8.2 No guaranteed backup coverage. SyncTech does not promise to back up every Client account or every item of Client Content. Backup activity may be unavailable, incomplete, delayed, interrupted or discontinued due to technical, operational, capacity, security, maintenance or upstream conditions. No specific storage-size or inode threshold is stated as a contractual exclusion in this Agreement. Any separate, expressly purchased backup service must be described in its own accepted written service schedule.

8.3 No Client ownership or guarantee. Any backup copy made by SyncTech remains part of SyncTech's internal operational and disaster-recovery processes and does not create a Client entitlement to browse, download, retain or independently manage those copies. Restoration from SyncTech's backups is performed only by SyncTech, on request, under Clause 8.5. Backup tasks can fail, be delayed, omit data, be corrupted, be overwritten, become inaccessible or be deleted because of software, capacity, storage, security incidents, human error, upstream failure or other causes. SyncTech does not warrant the availability, completeness, integrity or recoverability of any backup. RAID, mirroring, replication, snapshots and control-panel restore points do not guarantee protection against deletion, corruption or system-wide incidents.

8.4 Client's independent backup duty. You are solely responsible for maintaining current, complete and tested independent copies of all data important to you, including websites, code, databases, email, account settings and configuration files. You may use the backup download tool in your control panel for this purpose. Keep copies in a separate account or location not dependent on the Service, and periodically test restoration. You are responsible for retention needed for legal, tax, regulatory, evidentiary, business-continuity or other purposes. Do not rely on SyncTech as your only backup or disaster-recovery provider.

8.5 Paid restoration assistance. If a usable backup exists and restoration is technically feasible, SyncTech may, at its discretion, offer restoration assistance for RM280 per standard restoration request or provide a customised quotation for complex, urgent, extensive or non-standard recovery work. SyncTech will communicate the applicable fee or quotation before work begins, where reasonably practicable. Payment covers the agreed work or effort and does not guarantee successful recovery, completeness or a particular completion time. SyncTech may decline a restoration request where no usable backup exists, restoration is technically infeasible, or the request creates unacceptable risk or cost. To the maximum extent permitted by Malaysian law, SyncTech is not responsible for data that is lost, corrupted, incomplete, unavailable or irrecoverable despite its operational backup or restoration efforts. No refund, credit or compensation is automatically payable because a backup fails or recovery is unsuccessful, except where mandatory law or a separate written agreement requires otherwise.

8.6 After suspension, expiry or termination, you must retrieve needed data within the retrieval period in Clause 17. SyncTech has no obligation to retain an archive after that period unless required by law or expressly agreed in writing. A later restore request may be impossible even if you pay a restoration fee.

9. Security and customer responsibilities

9.1 No internet-connected system can be guaranteed perfectly secure. SyncTech will use reasonable commercial efforts to maintain the infrastructure and security measures included in the purchased Service, but cannot guarantee that unauthorised access, malware, data corruption, credential compromise, cyberattacks, spam, phishing or other security incidents will never occur.

9.2 You are responsible for: (a) keeping credentials, API keys and private keys confidential; (b) using strong unique passwords and multi-factor authentication where available; (c) limiting access to authorised persons; (d) maintaining supported and updated applications, CMS platforms, plugins, themes, scripts, devices and software under your control; (e) removing unsupported or vulnerable components; (f) securing email accounts, databases and devices; (g) reviewing logs and unusual account activity; and (h) maintaining independent backups.

9.3 You must promptly notify SyncTech if you suspect account compromise, malware, data exposure, loss of credentials, spam activity or another security incident affecting the Service. You must cooperate with reasonable containment, investigation, evidence preservation and remediation requests. SyncTech may isolate an account, block traffic, disable a function, reset credentials, restrict outgoing email, remove malicious files or suspend a Service where reasonably necessary to protect the platform, customers or third parties.

9.4 If an incident originates in or is materially caused by Client Content, a Client application, compromised Client credentials, a vulnerable plugin or theme, the Client's configuration or an End User, the Client is responsible for remediation within its control and for reasonable, disclosed incident-response work requested by the Client. SyncTech is not required to perform malware cleanup, forensic analysis or website repair unless the task is included in the plan or separately accepted.

9.5 Security measures reduce risk but cannot eliminate it. No claim in a product description that a Service is "secure", "protected", "monitored" or includes a firewall or anti-spam tool means that all attacks, malware, spam, false positives, false negatives or breaches will be prevented.

10. Storage, traffic and fair use

10.1 You may use only the storage, CPU, memory, process, inode, email, traffic and other resources allocated by your plan and any published fair-use rules. Usage may be measured by the control panel, system monitoring or other reasonable technical tools; measurements may differ from file-manager figures because of logs, metadata, caches, mail, databases, backups and temporary files.

10.2 "Unlimited bandwidth" or similar language, where used in a plan, means no separately metered traffic fee for ordinary use within the plan's intended purpose; it does not permit use that materially degrades the Service, creates abnormal cost or risk, or operates as a file-storage, backup, download, proxy, streaming or other service that is not allowed on that plan.

10.3 SyncTech may notify you to reduce usage, charge a disclosed plan fee for an agreed upgrade or overage, throttle a function, migrate the account, or suspend harmful processes if resource use threatens the stability, security or performance of shared infrastructure. Where practicable, SyncTech will give a reasonable opportunity to remediate unless immediate action is needed to protect other customers or the network.

10.4 No port speed, throughput, transfer rate, page-load time, search ranking, inbox placement or application response time is guaranteed unless a specific measurable commitment appears in the accepted order or SLA. Test results and performance examples are illustrative and depend on workload, configuration, network and external conditions.

11. Domain registration, renewal and transfers

11.1 Where requested, SyncTech may submit a domain registration, renewal, transfer, DNS or registrant-change request to the relevant registrar or registry. A requested name is not registered until the registry accepts it. Availability searches are not reservations and SyncTech does not guarantee that a requested name will be available, accepted, transferred or renewed.

11.2 Domain names are subject to registry and registrar rules, eligibility requirements, verification, dispute procedures, renewal deadlines, redemption fees and registry decisions. You must provide accurate registrant information, keep access to the registrant email account, comply with applicable rules and respond promptly to verification or transfer requests. You are responsible for checking domain spelling and the registrant details before submission.

11.3 Domain fees already submitted to the registry or an upstream registrar are generally non-refundable because the third-party charge cannot ordinarily be recovered, except where the registry refunds it or a mandatory legal remedy applies. A domain redemption, restoration, premium-name, transfer or dispute fee may be charged at the then-current disclosed rate.

11.4 Renewal reminders are a courtesy. You must ensure the renewal fee has cleared and the renewal is accepted before expiry. SyncTech is not responsible for expiry caused by late payment, inaccurate contact details, non-response to registry verification, registrar or registry refusal, third-party failure or a Client instruction, except to the extent liability cannot lawfully be excluded. SyncTech will not intentionally transfer a domain away from the registered holder without proper authority.

11.5 You authorise SyncTech to carry out domain changes you properly request after reasonable ownership and identity checks. Domain transfer, EPP or auth-code, lock, DNS and registrant updates may require registry processing time and are not instantaneous or under SyncTech's sole control.

12. Website design, website care and maintenance

12.1 The accepted quotation or project schedule defines deliverables, price, milestones, revisions, content supplied by each party, dependencies, target dates and any acceptance procedure. Unless expressly agreed, launch dates and delivery estimates depend on your timely supply of content, approvals, access credentials, feedback and third-party services; client-caused delays extend the target timeline by a reasonable period.

12.2 You are responsible for the accuracy, legality and rights clearance of all text, images, logos, product claims, personal data and other materials you supply. You must review and approve factual content, pricing, legal notices, privacy and cookie notices, payment terms, product information and other business-specific matters before publication. SyncTech is not your legal, accounting, regulatory or professional adviser unless a separate written agreement expressly provides otherwise.

12.3 Unless the quotation states otherwise, ownership of the specifically commissioned and paid-for final website deliverables transfers to you after full payment. Until full payment, you have a limited licence to use the deliverables for the project only. SyncTech retains rights in its pre-existing tools, processes, generic components, know-how, reusable code, layouts, design systems, templates and methods. Third-party themes, fonts, plugins, stock assets, software, APIs and licences remain subject to their owners' terms and may require ongoing fees or separate accounts.

12.4 Website care, updates, security monitoring, backup verification and maintenance are performed within the scope and frequency stated in the purchased plan. Updates can cause compatibility issues or require rollback, and third-party developers may withdraw or change software. SyncTech does not guarantee a particular search-engine ranking, sales result, traffic level, browser rendering, payment-gateway approval, uninterrupted plugin compatibility or prevention of compromise.

12.5 Work outside the subscribed scope, including new features, redesigns, content writing beyond the plan, manual data correction, emergency cleanup, custom coding, third-party system troubleshooting and extensive recovery, may be quoted separately. SyncTech will seek approval before starting chargeable non-emergency work.

12.6 Hosting is separate from website maintenance. Unless the Client's purchased plan, accepted quotation or a separate written agreement expressly includes the relevant work, standard web hosting does not include website development, application-level support, website maintenance, debugging, repair, troubleshooting, restoration or recovery.

12.7 For a website without an active Managed Web Design, website maintenance or other applicable support subscription, SyncTech has no obligation to investigate, fix or recover website-level problems. These may include website crashes, blank pages, HTTP or PHP errors, coding or database errors, broken functionality, WordPress core, theme or plugin conflicts, failed updates, malware-related damage, layout defects, missing content, or issues caused by Client changes, third-party developers, plugins, themes, software updates or other third-party systems.

12.8 SyncTech may, at its discretion and subject to staff availability, agree to perform investigation, repair, cleanup or recovery work outside the Client's subscribed scope. Such work may be charged separately at a fee quoted and agreed where practicable before work begins. SyncTech is not obliged to accept such work, and neither the availability of a paid repair service nor payment for it guarantees that the website, files, database or functionality can be successfully repaired or recovered.

12.9 The Client is responsible for maintaining independent, current and tested backups of website files, databases, configurations and other important content. SyncTech does not guarantee that a crashed, damaged, corrupted, compromised or inaccessible website can be repaired or restored. This clause does not remove any hosting obligations expressly included in the Client's purchased plan, and any liability remains subject to the exclusions, limits and mandatory legal rights in this Agreement.

13. Email, email security and third-party services

13.1 Email delivery depends on recipient systems, sender reputation, DNS, authentication settings, filtering, message content, attachments and third-party networks. SyncTech does not guarantee that each message will be delivered, accepted, displayed in the inbox, free from spam classification or free of false-positive or false-negative filtering. Sending limits apply to protect the platform; bulk or marketing email must use a suitable bulk-email service.

13.2 Anti-spam, antivirus, archiving, email security gateways, SSL, CDN, firewall, monitoring and other third-party or add-on features operate according to their own technical limits and licences. Filtering may quarantine or reject legitimate messages and may fail to identify harmful messages. You must review quarantine and reports as appropriate and retain copies of important business communications under your own retention policy.

13.3 You must not send unsolicited bulk email, use purchased or harvested lists, operate open relays, spoof identities or use a mailbox or domain to distribute spam, phishing or malware. SyncTech may rate-limit, block outbound email, reset credentials, quarantine messages or suspend an affected account if necessary to protect deliverability, reputation, other customers or legal compliance.

14. Privacy and personal data

14.1 Each party must comply with the Personal Data Protection Act 2010 (as amended) and other applicable Malaysian personal-data law in relation to personal data it processes. The SyncTech Privacy Policy, available in English and Bahasa Malaysia, describes the information SyncTech collects and its general handling practices. The Privacy Policy does not itself serve as consent where separate consent is legally required, nor does it replace a data-processing agreement where one is required.

14.2 You are responsible for ensuring that you have a lawful basis, notices, permissions and instructions for personal data you upload, host, email or otherwise process through the Services, including data relating to your website visitors, customers, staff and End Users. You must not instruct SyncTech to process personal data unlawfully.

14.3 Where SyncTech processes personal data on your behalf, the parties will document relevant processing instructions, confidentiality, security, sub-processors, cross-border handling, retention and deletion and assistance obligations in a separate data-processing addendum where required or reasonably appropriate. Each party remains responsible for obligations imposed directly on it by law, including the security obligations that apply to data processors.

14.4 Personal data breaches. If SyncTech becomes aware of a personal data breach affecting personal data it processes on your behalf, SyncTech will notify you without undue delay, with the information reasonably available to it, so that you can meet your own obligations, including any obligation to notify the Personal Data Protection Commissioner and affected individuals within the periods required by law. Where SyncTech is itself the data controller, SyncTech will make the notifications the law requires of it. Each party will cooperate reasonably in containing and investigating a breach.

14.5 SyncTech may disclose data where required by law, court order, regulator or lawful authority, or where reasonably necessary to investigate abuse, protect systems or enforce this Agreement, subject to applicable law. Where lawful and practicable, SyncTech may notify you of a compulsory disclosure.

15. Acceptable use, content and abuse prevention

15.1 You must comply with the Acceptable Use Policy and applicable law. You are responsible for Client Content, the activities of your End Users and the manner in which the Services are used. You must maintain rights and permissions for content, software, mailing lists, data and materials you upload or distribute.

15.2 Prohibited activities include: (a) phishing, fraud, impersonation, malware, ransomware, botnets, credential theft or unauthorised access; (b) denial-of-service attacks, exploit scanning or interference with systems or networks; (c) unsolicited bulk email, open relays, email bombing or conduct damaging sending reputation; (d) unlawful content or activity, child sexual abuse material, copyright or trademark infringement, defamation or privacy violations; (e) unlawful gambling, scams, illegal distribution of software or other activity prohibited by applicable law or the AUP; (f) use as a backup, file-storage, mirror, download, proxy or streaming service where the subscribed plan prohibits it; (g) resource abuse or attempts to evade quotas or security controls; and (h) any activity posing a material legal, operational, security or reputational risk to SyncTech, its providers, other customers or the public.

15.3 You must promptly investigate and remediate credible abuse notices and cooperate with reasonable requests for information. SyncTech may preserve relevant system records, block a destination, disable a script, isolate a website, suspend outbound mail, remove or restrict access to affected material, or refer suspected unlawful activity to an appropriate authority, where reasonably necessary and lawful. SyncTech is not required to adjudicate ownership or legality disputes between third parties before taking a proportionate protective measure.

15.4 The current AUP gives examples and enforcement detail and forms part of this Agreement where provided or linked before acceptance. Where a specific incident requires immediate action, SyncTech may act before completing an investigation and will, where reasonably practicable and lawful, provide the reason and a route to request review.

16. Suspension and emergency action

16.1 SyncTech may suspend, restrict, isolate or limit all or part of a Service where reasonably necessary because: (a) an invoice is more than three (3) calendar days overdue; (b) a material term or the AUP may have been breached; (c) malware, compromise, spam, attack traffic, abusive resource use or a security risk is detected or reasonably suspected; (d) continued operation could harm other customers, infrastructure, third parties or the public; (e) a registrar, registry, upstream provider, payment provider or authority requires action; (f) SyncTech must preserve evidence or investigate an incident; or (g) suspension is needed for maintenance, emergency response or legal compliance.

16.2 Where reasonably practicable, SyncTech will send notice to the account's recorded email address and allow a reasonable opportunity to remedy the issue. SyncTech may act immediately and without prior notice where delay could increase harm, disrupt other customers, expose systems or people to risk, compromise evidence, or breach a legal or upstream obligation. Notice may follow the initial action when advance notice is not practicable or lawful.

16.3 Suspension does not cancel accrued fees for a Service that remains active or for storage and retention that continues to be provided. No service credit applies for a period of suspension caused by your breach, non-payment or conduct, subject to mandatory law and any express SLA terms. The reactivation charge in Schedule 3 and reasonable, disclosed remediation or restoration charges may apply.

16.4 Unless earlier deletion or restriction is reasonably necessary for illegality, urgent security, abuse investigation, a third-party order or legal compliance, SyncTech will use reasonable efforts to keep suspended Client Content available for retrieval for up to thirty (30) calendar days after suspension. Retrieval may require payment of undisputed overdue charges and disclosed retrieval fees. SyncTech does not guarantee continued availability of the Service or data during a suspension.

17. Cancellation, expiry, termination and data deletion

17.1 Client cancellation. You may request cancellation by following the process stated in the accepted order or by emailing enquiry@synctech.com.my with the account name, the Service and the relevant domain. Cancellation takes effect when confirmed by SyncTech or on the effective date confirmed in writing. Cancellation of one Service does not automatically cancel another Service, a domain, a licence or a third-party subscription unless expressly stated. Subject to mandatory law, cancellation does not entitle the Client to any refund of fees paid.

17.2 SyncTech may suspend, restrict or terminate any Service, in whole or in part, where SyncTech considers this reasonably necessary for business, operational, technical, security, abuse-prevention, legal, upstream-provider or risk-management reasons, including where a service is discontinued or becomes impracticable to provide. Where reasonably practicable, SyncTech will provide notice, but notice is not required where immediate action is reasonably needed to prevent harm, address unlawful use, comply with a requirement or protect SyncTech, its providers, other customers or the public. Subject to mandatory law, cancellation, suspension or termination does not entitle the Client to a refund of fees paid.

17.3 SyncTech may suspend or terminate immediately, without prior notice, where it reasonably suspects or determines unlawful activity, prohibited content, fraud, abuse, a serious or repeated breach, a significant security threat, compromised systems, spam, attacks, non-payment, a legal or registry requirement, or a risk to SyncTech, its providers, other customers or the public. SyncTech may act before completing an investigation where it considers immediate action necessary. Any review or reinstatement is at SyncTech's discretion and may be subject to remediation and payment of applicable charges. Subject to mandatory law, no refund is payable following such suspension or termination.

17.4 Unless an order expressly provides a minimum committed term or an early-termination amount, you are liable for fees accrued up to the cancellation date and any properly incurred third-party costs. If you cancel a committed-term Service early or SyncTech terminates it because of your breach, any early-termination amount must be expressly stated in the accepted order, disclosed before purchase, proportionate to the legitimate costs or commitments it addresses, and enforceable under Malaysian law. This Agreement does not authorise a penalty prohibited by law.

17.5 After expiry or termination, you must promptly retrieve and back up Client Content. Unless the order or law requires otherwise, SyncTech may deactivate the account at the effective termination date and may delete remaining Client Content after thirty (30) calendar days. Earlier deletion or restriction may occur where reasonably necessary to address unlawful content, an urgent security risk, abuse, an upstream requirement or a lawful order. SyncTech is not required to maintain an archive or provide later recovery after the applicable retrieval period. Any retention for accounting, legal, security or dispute purposes will be limited as required or permitted by law and the Privacy Policy.

17.6 On termination, all fees properly accrued and third-party charges already committed remain payable. Termination does not affect rights and obligations that accrued before the termination date or provisions that by their nature should survive, including payment, intellectual property, indemnity, liability, confidentiality, data retention and dispute clauses.

18. Refunds and service remedies

18.1 No refunds on cancellation. To the maximum extent permitted by Malaysian law, all fees paid to SyncTech are non-refundable if the Client cancels, terminates, stops using, or requests early discontinuation of any Service, whether before or after activation or during a paid term. No refund, pro-rata refund, credit or compensation is payable for unused time, change of mind, business closure, migration to another provider or failure to use the Service, except where a refund or remedy is required by mandatory law.

18.2 No refund following suspension or termination. Subject to mandatory law, fees paid are not refundable where SyncTech suspends, restricts or terminates a Service under this Agreement, including for unlawful use, breach, abuse, security risk, non-payment, upstream-provider action, legal requirements or operational risk. All amounts accrued, and third-party costs already incurred or committed, remain payable.

18.3 No refund or compensation for downtime or data loss. Downtime, degraded performance, backup failure, data loss, corruption, unavailable data or unsuccessful restoration does not create an automatic right to a refund, compensation, damages, fee reduction or service credit. To the maximum extent permitted by Malaysian law, SyncTech does not provide refunds, compensation, damages, fee reductions or service credits for these events, except where a remedy is required by mandatory law.

18.4 No double recovery. No duplicate refund, replacement, re-performance or credit is payable for the same event or loss. This clause does not remove any remedy required by mandatory law.

19. Intellectual property and Client Content

19.1 As between the parties, you retain your rights in Client Content. You grant SyncTech a limited, non-exclusive permission to host, copy, transmit, process, back up, secure and otherwise use Client Content solely as reasonably necessary to provide, maintain, secure and support the Services, or as required by law. This permission ends when the relevant processing is no longer necessary, subject to lawful retention.

19.2 You warrant that you own or have permission to use and provide all Client Content and third-party software and that your use of the Services does not infringe third-party rights or breach applicable law. You must promptly address credible rights or abuse complaints concerning your content.

19.3 SyncTech and its licensors retain rights in the Service platform, infrastructure, pre-existing software, methods, templates, reusable components, documentation and know-how. Except for rights expressly granted in writing, no ownership or licence in SyncTech's underlying platform transfers to you.

19.4 SyncTech will not use your name, logo or trademark as a public customer reference without your prior permission, except as necessary to provide the Services or as required by law.

19.5 Feedback. You grant SyncTech a non-exclusive, worldwide, royalty-free right to use suggestions or feedback voluntarily provided about the Services to improve or develop services, without obligation to pay you, provided SyncTech does not disclose your confidential information contrary to this Agreement.

20. Indemnity and third-party claims

20.1 To the extent permitted by law, you will indemnify SyncTech and its personnel against reasonable losses, liabilities, costs and expenses (including reasonable legal fees) arising from a third-party claim to the extent caused by: (a) Client Content or your infringement of a third-party right; (b) unlawful use of the

Services by you or an End User; (c) your material breach of this Agreement or the AUP; (d) spam, malware, fraud or unauthorised activity originating from your account because of your acts, omissions or failure to secure the account; or (e) your dispute with an End User concerning your own products, services or website.

20.2 SyncTech will, where lawful and practicable, notify you of a claim for which it seeks indemnity and provide reasonable information to assist. You must not settle a claim in a way that admits liability for SyncTech, imposes an obligation on SyncTech or compromises SyncTech's rights without SyncTech's written consent. SyncTech may participate in the defence with its own adviser. Indemnity does not apply to the extent a claim is caused by SyncTech's own act or omission and applicable law does not permit shifting that liability to you.

21. Disclaimers and limitation of liability

21.1 Scope of disclaimers. The Services are supplied according to the features and scope in the accepted order and this Agreement, using reasonable commercial efforts where stated. Except for an express written commitment or a right that cannot lawfully be excluded, SyncTech does not warrant uninterrupted availability, error-free operation, perfect security, compatibility with every application, prevention of all attacks, successful backup or restoration, or suitability for a purpose not expressly agreed in writing.

21.2 Excluded categories of loss. To the maximum extent permitted by Malaysian law, SyncTech is not liable for indirect, incidental, special, exemplary, punitive or consequential loss, including loss of profit, revenue, anticipated savings, business opportunity, goodwill, reputation, customers, business interruption, loss of use, corrupted or lost Client Content, the cost of recreating data, lost emails, failed message delivery or the cost of obtaining replacement hosting or recovery services, arising from or connected with the Services. The Client acknowledges that data loss, corruption, downtime and failed restoration are known risks of hosting and that independent backups are necessary. This clause does not exclude a category of liability that applicable law prohibits excluding.

21.3 Aggregate liability cap. Subject to Clause 21.4 and to the extent lawful, SyncTech's total aggregate liability for all claims arising out of or connected with the affected Service and the same event or series of connected events, including any data-loss, backup, restoration, downtime or availability incident, will not exceed the fees actually paid to SyncTech for that affected Service during the twelve (12) months immediately before the event first giving rise to the claim. Fees paid for unrelated Services and third-party amounts are excluded from the calculation. This cap is an allocation of risk for the priced Service, not a promise that liability can be excluded where Malaysian law prohibits it.

21.4 Mandatory rights preserved. Nothing in this Agreement excludes or limits liability, duties or remedies to the extent they cannot lawfully be excluded or limited, including any mandatory statutory rights and any liability for fraud or deliberate wrongdoing to the extent it cannot lawfully be limited. Malaysian courts or tribunals may assess whether a standard-form exclusion is unfair in its circumstances. If a particular exclusion or cap is held unenforceable, it applies only to the maximum lawful extent and the remaining terms continue where possible.

21.5 Material risk allocation. The parties acknowledge that hosting and online services depend on shared infrastructure, customer configuration, independent networks and third-party providers; that SyncTech provides backup as a reasonable-efforts measure rather than insurance or guaranteed disaster recovery; that the recurring fee is priced for a defined scope and not for insuring the Client's business losses; and that the Client can reduce risk by maintaining tested independent backups, secure credentials, updated

applications and a suitable recovery plan. These risk allocations are set out in the "At a glance" summary and in this Agreement, which is made available before an order or renewal is accepted. These matters support the commercial justification for the exclusions and cap but do not override mandatory law.

21.6 Mitigation and no double recovery. The Client must take reasonable steps to avoid or reduce loss, including preserving independent backups and promptly reporting an incident. No recovery may be duplicated for the same loss under multiple clauses or legal theories. The limitations in this clause apply to claims in contract, tort or otherwise only to the extent permitted by law.

22. Changes to this Agreement and policies

22.1 Changes from time to time. SyncTech may revise, replace or update this Agreement and incorporated policies from time to time at its discretion, including to reflect business operations, pricing, service scope, technology, security, legal requirements or upstream-provider changes. Each version will show its version number, version date and effective date and will be published at <https://www.synctech.com.my/terms-of-service.php> or a replacement URL notified to Clients. Changes apply to new orders from the stated effective date. For existing Clients, material changes apply to a renewed term only after the notice and acceptance process in Clauses 4 and 22, to the extent required by law. Where reasonably practicable, SyncTech will provide at least thirty (30) calendar days' notice of material changes and will identify the changes and how the Client may decline renewal. No change applies retrospectively to an accrued claim or prepaid fixed term unless lawfully agreed.

22.2 Acceptance and effective date. Payment of a renewal invoice or an express renewal instruction after the Client receives the notice described in Clause 22.1 is intended to constitute acceptance of the identified version for the renewed term, to the extent permitted by Malaysian law and subject to Clause 4.4 for material changes. SyncTech will not rely solely on silence or website publication to prove acceptance of a material adverse change. No change applies retrospectively to an accrued claim or prepaid fixed term unless lawfully agreed.

22.3 Evidence and retention. SyncTech will retain the applicable PDF of this Agreement or an integrity-verifiable copy and reasonable records of the renewal notice, dispatch and available delivery or bounce records, customer confirmation or payment event, order, invoice and effective date. The Client should retain the PDF. Electronic communications and records may be used as evidence to the extent permitted by Malaysian law; no contractual wording guarantees that a court or tribunal will accept any particular record as conclusive.

23. Notices and electronic communications

23.1 Notices to the Client may be sent to the latest email address in the account, through the client portal, or by another method specified in the accepted order. The Client must keep its email, phone and billing details accurate and regularly check them. Email delivery records show transmission to an address, not necessarily that a person read or understood the message.

23.2 Notices to SyncTech must be sent to enquiry@synctech.com.my or another notice address expressly stated in the applicable order or current website. For cancellation, billing dispute, security incident or legal notice, include the account name, affected Service, relevant domain and a clear description. WhatsApp is a support and contact channel, but a cancellation or formal legal notice must be confirmed by email unless SyncTech confirms receipt in writing.

23.3 The parties may use electronic orders, signatures, records and communications to the extent permitted by Malaysian law, including the Electronic Commerce Act 2006. SyncTech may retain relevant electronic records for account administration, compliance and dispute resolution under its Privacy Policy and applicable retention obligations.

24. Confidentiality

24.1 Each party must take reasonable steps to protect the other party's non-public commercial, technical or security information that is identified as confidential or ought reasonably to be understood as confidential. This obligation does not apply to information that is public without breach, already lawfully known, independently developed, received lawfully from a third party, or required to be disclosed by law. Disclosure to professional advisers and service providers is permitted where they are subject to suitable confidentiality obligations.

24.2 This clause continues for three (3) years after termination, except for trade secrets or personal data, which remain protected for as long as required by law or their confidential nature.

25. Force majeure

25.1 A party is not responsible for delay caused by an event beyond its reasonable control, such as natural disaster, fire, flood, war, civil disturbance, government action, broad utility or telecommunications failure, upstream data-centre or network failure, registry action, or a widespread cyberattack, provided the affected party uses reasonable efforts to mitigate the impact and resume performance. This clause does not excuse payment for Services already supplied or remove an obligation that applicable law does not permit to be excluded.

26. Order of precedence

26.1 If documents conflict, the following order applies for the subject matter expressly covered: (a) a later signed amendment or service-specific agreement; (b) the accepted order or quotation for commercial scope, price, term and deliverables; (c) an applicable SLA or service-specific schedule for its stated subject matter; (d) this Agreement; and (e) an incorporated general policy such as the AUP or the Refund and Cancellation Policy. A registry, registrar or third-party licence term governs the relevant third-party product to the extent it cannot be overridden by SyncTech. A purchase order or invoice term supplied by the Client does not amend this Agreement unless SyncTech expressly accepts the amendment in writing. Invoices may state amounts and due dates but do not silently change service scope or risk allocation.

27. Disputes, governing law and general provisions

27.1 Before starting proceedings, the parties should give written notice describing the dispute and allow a reasonable opportunity, ordinarily thirty (30) days, to discuss a resolution. This discussion process does not extend a statutory limitation period, prevent urgent injunctive relief, or restrict a right to complain to a regulator or use a tribunal or forum that has mandatory jurisdiction.

27.2 This Agreement is governed by the laws of Malaysia. Subject to any mandatory jurisdiction or consumer right, the parties submit to the courts of Malaysia, and proceedings will be brought in Johor Bahru where the court there has jurisdiction.

27.3 This Agreement is the entire agreement for the Services described in the accepted order, subject to the incorporated documents listed in Clause 1.4. It may be varied only in writing by SyncTech in accordance with Clause 22 or by a written amendment accepted by both parties; statements made by telephone, WhatsApp or in conversation do not vary it. A waiver is effective only if given in writing. Delay in enforcing a right is not a waiver. If a term is invalid or unenforceable, it will be modified or severed only to the extent necessary, and the remaining terms continue to apply. The parties may not assign this Agreement without consent, except that SyncTech may assign it as part of a bona fide business transfer, including to a company incorporated to carry on SyncTech's business, where doing so does not remove mandatory rights. No person who is not a party has a right to enforce this Agreement except as mandatory law provides.

27.4 The English version governs unless the parties expressly agree to another version. If a translation is provided for convenience, the English version controls to the extent permitted by law.

Schedule 1: Availability and no-general-SLA terms

S1.1 No general uptime commitment. Unless a separate written SLA expressly identifies the Service and a specific availability measure, SyncTech provides availability on a reasonable-commercial-efforts basis and does not guarantee a percentage of uptime, uninterrupted access or a restoration deadline.

S1.2 Incident assessment. SyncTech may review relevant monitoring records, system logs, upstream notices and the Client's evidence to investigate an outage. Such review is for troubleshooting and does not establish an automatic SLA or service-credit entitlement.

S1.3 No automatic credit or refund. No service credit, refund, compensation or fee reduction is payable for downtime or degraded performance, except to the extent a remedy is required by mandatory law. Any discretionary goodwill credit granted by SyncTech is case-specific, non-cash, non-transferable and does not create a precedent or admission of liability.

S1.4 Written incident reports. Please report the affected account, Service, date and time (Malaysia time), symptoms, error details and relevant evidence to enquiry@synctech.com.my as soon as reasonably practicable. Late reports may make investigation more difficult, but no contractual reporting period removes a right that cannot lawfully be restricted.

S1.5 No insurance. Availability efforts are not insurance, a business-continuity guarantee or a guarantee of revenue, sales, search ranking or uninterrupted operation of Client Content. Any special SLA overrides this Schedule only for the Service and subject expressly covered by that SLA.

Schedule 2: Backup and restoration rules

S2.1 SyncTech's backup systems are primarily for SyncTech's internal operational and disaster-recovery purposes and are not a Client-owned backup service. Where a plan expressly includes backup-related assistance, SyncTech will use reasonable commercial efforts. A reference to daily backups with the latest seven (7) days kept is an operational target only and does not guarantee that a backup will exist or that data will be recoverable.

S2.2 Backup operations may be limited, interrupted, unavailable or discontinued due to technical, operational, security, capacity, maintenance or upstream conditions. Any separately purchased backup service, if offered, will be governed by its own accepted written service schedule.

S2.3 Restoration from SyncTech's backups is performed only by SyncTech. Restoration requests are subject to the existence and integrity of a usable backup, technical feasibility and SyncTech's approval. The standard restoration fee is RM280 per request. Complex, urgent, extensive or non-standard recovery work may be subject to a customised quotation. SyncTech will communicate the applicable fee or quotation before work begins where reasonably practicable. Payment does not guarantee successful recovery.

S2.4 Clients must maintain independent, current and tested backups outside the Service. Do not rely on SyncTech's internal backup or disaster-recovery systems as the Client's only backup. Any backup files stored by the Client within the hosting account remain subject to the plan's ordinary storage and usage limits.

Schedule 3: Standard fee schedule

S3.1 A fee in this Schedule applies only to a Service for which the fee is relevant, has been disclosed to the Client before acceptance or before the charge is incurred (as applicable), and is permitted by applicable law. Any service-specific quotation or accepted order may state a different fee if it clearly identifies the relevant Service and the Client accepts it.

Fee item	Amount and when it applies
Late-payment administration charge	RM15, once per invoice more than twenty (20) calendar days overdue, where permitted by law. No interest is charged on overdue amounts.
Returned cheque or failed payment	Up to RM45 per returned cheque or failed or reversed payment, where it reasonably reflects administrative or third-party costs.
Reactivation after suspension	RM100 per reactivation where applicable, reasonably related to the restoration of service.
Remote helpdesk support	From RM80 per task, for work outside the subscribed plan such as end-user devices, Microsoft Outlook setup or recovery. The amount is confirmed before non-emergency work begins.
Data restoration	RM280 per standard restoration request. Complex, urgent, extensive or non-standard recovery work may be subject to a customised quotation, communicated before work begins where reasonably practicable. Payment does not guarantee successful recovery.
Domain restoration (redemption period)	USD250 per domain, plus the renewal fee on the existing invoice, to restore a domain after its grace period has ended. During the grace period, the domain is renewed at the normal renewal fee.
Cancellation or early termination	No refund of fees paid for cancellation or early termination, subject to mandatory law. Any outstanding fees and third-party costs already incurred or committed remain payable. Any separate early-termination charge must be expressly disclosed in the accepted order and permitted by law.

S3.2 If one event falls under more than one fee in this Schedule, only one fee is charged.

END OF TERMS OF SERVICE, VERSION 4.3