

## Service Specific Terms

Last Updated: May 28, 2021

Unless otherwise agreed to in the MigrationWiz User Agreement or an applicable order form, the following terms apply:

### 1. Definitions

1.1. "License Type" means a pre-defined set of terms applicable to a MigrationWiz License.

1.2. "Migration" means a migration of the Migration Data from one data system to another data system using the Configuration Data applicable to the Migration and subject to any data limits or other restrictions and conditions set out in the Documentation. A list of applicable sources and destinations for each license type can be found [here](#).

1.3. "Migration Data" means the content and information, including emails, contacts, calendar and tasks, libraries, documents, public folders, and other content or data submitted for Migration by Customer or the Authorized User.

1.4. "MigrationWiz License Term" means the 12-month period after you purchase a Service License for the MigrationWiz Services to initiate a Migration.

1.5. "MigrationWiz Services" the web-based data migration services made available by BitTitan, together with the Site Materials and the Services Site applicable to the data migration services.

### 2. License Type: Mailbox Migration

2.1 Data Limit. The Data Limit for this License Type is 50 gigabyte.

2.2. Downloaded Software Agents. This License Type does not allow the use of one or more downloaded software agents.

2.3. Description. This license is intended to migrate individual mailboxes (email, contacts, calendars, journals, notes, tasks, Teams private chats (1:1, group chats and meeting chats), and rules where applicable).

### 3. License Type: User Migration Bundle (UMB)

3.1. Data Limit. The Data Limit for this License Type is unlimited per individual user account. User represents and warrants that user accounts have not and will not be combined for the purpose of migrating data using the Service.

3.2. Downloaded Software Agents. This License Type includes the option to use one or more downloaded software agents to assist in completing your migration projects. If you choose not to use a downloaded agent, you cannot make use of the following features of this License: Outlook Profile types migration.

3.3. Description. This license is intended to migrate individual user accounts consisting of mailboxes, documents, Personal archives, Teams Private Chats (1:1, group chats and meeting chats), support for configuring outlook profiles after migration and support for O365 Tenant to Tenant Coexistence.

#### 4. License Type: Collaboration Migration

4.1. Data Limit. The Data Limit for this license type is 100 gigabytes per single team.

4.2. Downloaded Software Agents. This License Type does not include any downloaded software agents.

4.3. Description. This license is intended to migrate Teams to Teams projects, including teams, channels, conversations, files and permissions.

#### 5. License Type: Hybrid Exchange Management

5.1. Data Limit. Due to the nature of the solution, data limits are based on the applicable Microsoft O365 license purchased by Customer.

5.2. Downloaded Software Agents. This License Type includes the option to use one or more downloaded software agents to assist in completing your migration projects. If you choose not to use a downloaded agent, you cannot make use of the following features of this License: Automated Smart Batching. Furthermore, should you choose to forgo the software agent, the system will require an import via a CSV file for the migration mailboxes configuration information.

5.3. Description. This license is required for migrating Hybrid Exchange environments involving a mix of on-premise Exchange Servers and

Exchange Online services, such as Office 365.

5.4. Disclaimer. Customer acknowledges and agrees that BitTitan will not be liable for any damage to Customer's System resulting from the use of any software agents related to this License Type.

## 6. License Type: Public Folder License

6.1. Data Limit. This License Type's Data Limit is 10 gigabytes per single Exchange source environment.

6.2. Downloaded Software Agents. This License Type does not allow the use of one or more downloaded software agents.

6.3. Description. This license is intended to migrate a public folder within an Exchange environment, including email, contacts, calendars, and tasks.

## 7. License Type: G Suite Mailbox and Documents License

7.1. Data Limit. This License Type's Data Limit is 60 gigabytes per bundle license. 30GB limit for mailboxes, 30GB for documents limit.

7.2. Downloaded Software Agents. This License Type does not include any downloaded software agents.

7.3. Description. This license is a bundle license which is comprised of 1 google mailbox + 1 google document license. This license is only applicable for migrations with GSuite as destination (Gmail, GDrive). This license is intended to migrate individual mailboxes (email, contacts, calendars) and Documents.

## 8. License Type: Shared Document License

8.1. Data Limit. This License Type's Data Limit is 50 gigabytes.

8.2. Downloaded Software Agents. This License Type does not include any downloaded software agents.

8.3. Description. This license is intended to migrate supported Sources to SharePoint (GCC/Commercial) as a destination and/or from Google Shared Drives to Google Shared Drives, as applicable.

## 9. License Type: Flexible Collaboration License

9.1. Data Limit. This License Type's Data Limit is 100 gigabytes.

9.2. Availability. This License Type can only be purchased as part of the tenant migration bundle.

9.3. Downloaded Software Agents. This License Type does not include any downloaded software agents.

9.4. Description. This license is intended to migrate either (i) SharePoint online document library (Documents, Folders, Permissions, Versions, Metadata) from one SharePoint Online location to another SharePoint Online location; or (ii) Teams to Teams projects, including teams, channels, conversations, files and permissions

## 10. Support License: Premium Support Single Incident

10.1. SLA. This Support License guarantees a response within two (2) hours of your request.

10.2. Details. BitTitan Premium Support guarantees that Support Engineers will call you back within two hours from the time the request is received by our system with no limitation on timing ("24/7" availability).

10.3. Incident. For purposes of this Support License, "incident" means the root-cause leading to a Customer initially contacting BitTitan Support services.

## 11. Support License: Premium Support Five-Incident Pack

11.1. SLA. This Support License guarantees a response within two (2) hours of your request for up to five separate incidents.

11.2. Details. BitTitan Premium Support guarantees that Support Engineers will call you back within two hours from the time the request is received by our system with no limitation on timing ("24/7" availability).

11.3. Incident. For purposes of this Support License, "incident" means the root-cause leading to a Customer initially contacting BitTitan Support services.