

SFTP Access Service

Service Definition

1. Introduction

This document explains the detailed terms and how to get the best from our SFTP Access service and should be read in conjunction with our Terms of Business available at <https://tob.hubkengroup.com>. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

2. Definitions

Production LMS	A single learning management system that is not a Sandbox site or offered through a Clone service.
SFTP	Secure File Transfer Protocol

3. SFTP Access

SFTP Access is a chargeable service. An additional charge will apply if you want SFTP Access to multiple Production LMS sites.

For each fee paid, we will:

- Permit SFTP access to a single directory (and it's sub-directories) on a server on the Hubken Group infrastructure.
- Provide SFTP access information required to use the service.

The initial period for the service will be 12 months from the date we receive payment, or at our discretion a purchase order, and will include the period in which we set up the service for you. If you continue with the service without a break, subsequent periods will be for 12 months unless otherwise stated in our sales invoice.

We will only provide the service and access to the directory if you are not in arrears.

4. Permitted uses

You may use this service for the following purposes only:

- Upload files for the creation of content on the Production LMS
- Upload files that contain data in a format, capable of being consumed by the Production LMS to populate standard functionality
- As a retrieval location for files exported (automatically or manually) from the Production LMS

If you use the service for other purposes, we may suspend or cancel the service.

5. Data storage

You accept that data uploaded or exported to the directory will take up part of the data storage quota of the service to which SFTP access is granted, and that you must purchase sufficient data storage capacity so that all services can operate correctly.

6. Liability

We will have no liability for access related issues.

7. Communication with third parties

You agree that we may communicate information including, but not limited to, technical and operational information regarding SFTP access with any 3rd party acting on your behalf.