



## SPECIFIC CONDITIONS FOR AUTOMATIC RENEWAL OF SERVICES

Last version of 4th December 2017

### ARTICLE 1 : OBJECT

The purpose of these Specific Conditions is to define the conditions governing the use of the automatic renewal feature (or the "Autorenew") for the eligible Services. Some Services may be governed by different conditions for renewal, as provided for in their applicable Specific Conditions.

These conditions are complementary to OVH's General Terms and Conditions, as well as to the Specific Conditions of the Services providing the Autorenew feature.

These conditions will prevail over the General Terms and Conditions and the Specific Conditions of the Services whose Autorenew feature has been activated by the Customer.

### ARTICLE 2 : CONDITIONS OF RENEWAL

During the ordering process, the Customer selects the initial duration of subscription to the Service ("Initial Duration"). The Initial Duration starts on the day that the Service is activated. At the end of the Initial Duration, the Service is automatically renewed for successive periods of the same duration ("Renewal Period(s)"), subject to modification of the renewal duration or cancellation under the conditions herein or the General Terms of Services applicable.

During the ordering process, and every time the Service is renewed, an invoice is issued and automatically paid through the Customer's registered payment method. The Customer shall register a payment method from those offered by OVH.

The Customer may change the duration of their future Renewal Periods in their Control Panel. Such a change must be made at least 24 hours before the end of the Initial Duration or the current Renewal Period.

When the Initial Duration does not start on the first day of the calendar month (i.e. it starts at another point during the month), the Service's renewal cycle is lined up on a calendar cycle from the first renewal date. This means that the next renewal period will start on the first day of the calendar month. *(For example: the customer subscribes to a Service for an Initial Duration of (1) year from May 24, 2017, automatic payment is made on May 24, 2018, this extends the Service's next renewal date to May 31, 2019).*

If the Customer does not wish to renew their Service at the end of the Initial Duration or the ongoing Renewal Period ("Renewal Date"), they must deactivate the automatic-payment feature from their Control Panel.

In order to be effective and ensure that the Service is cancelled at the end of Initial Duration or the Renewal Period, automatic-payment must be deactivated as follows:



- Services based on a monthly renewal cycle must be deactivated before 11:00 pm (EST) on the 19<sup>th</sup> day of the calendar month, at the very latest.
- Services based on a non-monthly renewal cycle (quarterly, bi-annual, annual etc.), must be deactivated before 11:00 pm (EST) on the 19<sup>th</sup> day of the calendar month preceding the Renewal Date, at the very latest. *(For example: if Customer subscribed to a Service on June 17, 2017 for one (1) year, they must deactivate automatic-payment before 11:00 pm (EST) on May 19, 2018).*

If automatic payment is deactivated under the conditions mentioned above, the Service concerned is automatically cancelled and deleted at the end of the Initial Duration or the current Renewal Period ("Expiry Date"), including all the content and data hosted by the Customer on the Service. Before the Service's cancellation, the Customer commits to taking every necessary measure to make sure that such content and data have been saved.

Nevertheless, the Customer maintains the ability to renew such a Service up to 24 hours before the Expiry Date either by reactivating the automatic payment feature or by paying in advance for the forthcoming Renewal Period.

The Duration, renewal conditions and cancellation of some options and features attached to the Service, may be different from the ones applicable to the Service. The Customer commits to paying particular attention to these conditions.