

Zoom Master Service Agreement

Master Service Agreement - Zoom Video Communications, Inc.

Effective Date: January 1, 2024

Term: 12 months

Auto-Renewal: This agreement shall automatically renew for successive 12-month terms unless terminated by either party with at least 60 days' written notice prior to the renewal date.

Termination: Either party may terminate this agreement for any reason with 60 days' prior written notice. In the event of a breach, the non-breaching party may terminate with 30 days' notice if the breach is not cured.

SLA: Zoom guarantees 99.9% uptime monthly. SLA breach will result in service credits per Schedule A.

Data Privacy: Zoom agrees to comply with GDPR and all applicable data protection laws.