Terms and Conditions

CamTechnologies, LLC (CamTech) | Website and invoice terms | Version: November 10, 2026 (Revised)

These terms apply to business products and services provided by CamTechnologies, LLC ("CamTech"). The current published version is available at www.camtechmsp.com/terms.

1. Application, notice and acceptance

CamTech incorporates these terms by reference in its proposals, quotes, orders, service agreements and invoices through a conspicuous link identifying them as binding terms. When Customer receives reasonable notice of these terms and an opportunity to review them before the relevant transaction, Customer agrees to them by accepting an order, authorizing work, or requesting or knowingly continuing the applicable services after that notice, to the extent permitted by law. No separate signature on this document is required. A link first supplied after a transaction does not alone establish assent or retroactively change that transaction. Simply visiting the website does not constitute acceptance.

Services, pricing, billing, term, renewal and termination are governed by the applicable accepted agreement or order. Listing a vendor does not include its products in the purchase. A signed amendment expressly addressing a conflict controls, followed by a signed service agreement, these terms, and the applicable order or statement of work. A data processing agreement or business associate agreement controls its specific subject matter. Vendor terms govern the applicable vendor product and Customer-vendor relationship; these terms govern the Customer-CamTech relationship. Existing signed agreements remain subject to their amendment requirements.

2. Vendor terms, including unlisted vendors

CamTech uses, resells and administers third-party software, hardware, cloud, backup, security, identity, telecommunications and other products ("Vendor Products"). As a condition of using a Vendor Product, Customer agrees to comply with its applicable end-user license, subscription, acceptable-use, support, service-level and data-processing terms, including incorporated product schedules, as made available through this directory, an order, onboarding materials, the product or a copy supplied by CamTech. Only terms applicable to the actual product, geography and purchasing channel apply.

THE VENDOR DIRECTORY IS NONEXHAUSTIVE. An omission, outdated vendor name or broken link does not exempt Customer from applicable end-user terms for Vendor Products actually supplied or used in delivering Customer services, provided those terms are made available with the notice and acceptance required by law or the vendor. This applies to additional and replacement vendors and their applicable terms. CamTech will identify the relevant vendor and supply its terms or a link on request, and disclose newly applicable terms before deployment where required. This provision does not bind Customer to unrelated products, undisclosed reseller-only obligations, or every agreement CamTech has signed.

Customer authorizes CamTech to provision and administer ordered products and will complete any separate vendor acceptance required. CamTech will retain a dated copy or version reference of applicable terms when reasonably available. A moved or failed link does not itself alter accepted terms; CamTech will provide a corrected link or copy. A vendor amendment applies only through that vendor agreement's applicable amendment and notice procedures.

3. Vendor changes and substitutions

CamTech may change vendors, tools or implementation methods if the overall contracted functionality and protection remain substantially equivalent. Features, interfaces and workflows may change slightly. CamTech will provide reasonable advance written notice of material changes when practicable, and prompt notice when an urgent security or vendor event prevents advance notice. Material reductions in contracted services or price changes require approval under the signed agreement. New vendor terms will be disclosed before use and separately accepted where required. Vendor amendments apply only through the amendment and notice procedures of the applicable accepted vendor agreement; a website update alone does not amend CamTech's liability protections.

Service responsibilities

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4. Independent vendor performance and remedies

Vendors independently control their products, infrastructure, updates and availability. CamTech does not adopt or expand vendor warranties, service levels, indemnities or refund obligations. TO THE MAXIMUM EXTENT PERMITTED BY LAW, CAMTECH HAS NO LIABILITY FOR A VENDOR'S INDEPENDENT ACTS OR OMISSIONS, outages, vulnerabilities, breaches, discontinued features or products, loss of data, denied claims or failure to meet vendor service levels. Vendor credits, warranties and other remedies are limited to those actually available under the applicable vendor terms. CamTech will reasonably assist in submitting eligible claims and pass through credits actually received for Customer's affected services, without guaranteeing recovery. Claims about CamTech's own services, selection, configuration or administration are governed by Sections 8-10.

5. Security, backups and Customer cooperation

CamTech will perform the services expressly purchased using commercially reasonable care. No security, monitoring, email filtering or backup service guarantees prevention, detection or recovery of every attack, fraud, outage or loss. Monitoring coverage, response hours, backup scope, retention, restore testing and recovery objectives exist only as expressly stated in the signed scope. Where backup or recovery is purchased, CamTech will perform that scope and use commercially reasonable restoration efforts; successful, complete or immediate recovery is not guaranteed.

Customer will provide timely access and accurate information, designate authorized contacts, safeguard credentials, use multifactor authentication where supported, train users, independently verify payment and banking changes, and promptly report suspected incidents. Customer must identify critical systems and recovery needs and procure any backups, redundancy, insurance or controls outside the purchased scope. CamTech will document material declined recommendations. Customer assumes the incremental risk caused by its refusal, delay, unauthorized changes, unsupported systems or failure to cooperate, to the extent those actions cause the loss.

6. Confidentiality, data and compliance

Each party will use the other's nonpublic confidential information only to perform the agreement, protect it with reasonable care, and disclose it only to personnel and service providers with a need to know and appropriate confidentiality duties, or as legally required. Public information, independently developed information and information lawfully received without restriction are excluded. Customer retains ownership of its data and authorizes necessary processing by CamTech and disclosed vendors to deliver the services, subject to applicable privacy agreements and law. Upon termination or request, confidential information will be returned or deleted as reasonably practicable, except legally required records and routine backups, which remain protected until deleted in the ordinary course.

Customer is responsible for identifying its regulatory requirements and lawful authority to provide data. Compliance consulting, certifications and legal determinations are outside scope unless expressly purchased. Customer must disclose regulated data before processing and execute any legally required data-processing or business associate agreement. Nothing in these terms eliminates either party's obligations imposed directly by law or an applicable privacy or business associate agreement.

7. Subscription commitments and nonpayment

Vendor subscription commitments, renewal dates, cancellation deadlines, seat minimums and nonrefundable charges must be disclosed in the order. Monthly invoicing does not convert an annual commitment into a month-to-month subscription. Customer remains responsible for authorized, noncancellable vendor charges through the committed term, subject to the signed agreement and vendor terms. Suspension or nonrenewal for nonpayment is permitted only under the signed agreement, applicable vendor terms and law, with required notice and cure rights. Suspension may affect access and vendor retention; it does not authorize CamTech to delete Customer data contrary to the agreement or law.

Risk allocation and liability

8. Warranty disclaimer

EXCEPT FOR EXPRESS COMMITMENTS IN A SIGNED AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, SERVICES AND VENDOR PRODUCTS ARE PROVIDED "AS IS" AND "AS AVAILABLE." CAMTECH DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NONINFRINGEMENT. CAMTECH DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OR THAT ALL THREATS WILL BE PREVENTED, DETECTED OR REMEDIED. These disclaimers do not erase an expressly purchased service obligation.

9. Express release of ordinary negligence

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CUSTOMER RELEASES CAMTECH AND ITS MEMBERS, OFFICERS, EMPLOYEES AND AGENTS FROM CLAIMS FOR ECONOMIC LOSS, LOSS OR CORRUPTION OF DATA, DAMAGE TO SYSTEMS OR EQUIPMENT, BUSINESS INTERRUPTION, FRAUD LOSSES CAUSED BY THIRD PARTIES, AND SECURITY OR PRIVACY INCIDENTS ARISING FROM THEIR ORDINARY NEGLIGENCE IN SELECTING, INSTALLING, CONFIGURING, ADMINISTERING, MONITORING, PATCHING, SUPPORTING OR BACKING UP CUSTOMER SYSTEMS OR VENDOR PRODUCTS, INCLUDING A FAILURE TO DETECT OR RESPOND TO A THREAT. This expressly includes the ordinary negligence of CamTech itself and the persons identified above. Section 10 independently applies to any claim not effectively released here. This release is subject to Section 11.

10. Excluded damages and independent liability cap

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CAMTECH AND THE PERSONS IDENTIFIED IN SECTION 9 WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, LOST PROFITS OR REVENUE, LOSS OF USE, BUSINESS INTERRUPTION, LOST OR CORRUPTED DATA, OR THIRD-PARTY FRAUD LOSSES, EVEN IF ADVISED OF THE POSSIBILITY.

IF ANY LIABILITY REMAINS DESPITE THE OTHER PROTECTIONS, CAMTECH'S AND THOSE PERSONS' COMBINED AGGREGATE LIABILITY FOR ALL CLAIMS ARISING FROM THE AGREEMENT WILL NOT EXCEED ONE MONTH OF CAMTECH SERVICE FEES PAID OR PAYABLE FOR THE AFFECTED SERVICES AT THE RATE IN EFFECT IMMEDIATELY BEFORE THE FIRST EVENT GIVING RISE TO A CLAIM. Vendor license, hardware, telecom, tax and other pass-through charges are excluded. For a one-time project with no recurring service fee, the cap is the CamTech labor fee paid or payable for that project. The cap is aggregate for the agreement, not per claim, incident, claimant or legal theory. These protections apply to contract, tort (including ordinary negligence), warranty and other claims, subject to Section 11. The release, damages exclusion and cap operate independently if another protection is unenforceable.

11. Mandatory exceptions and allocation of risk

Nothing in these terms releases, excludes or caps liability for CamTech's fraud, willful misconduct, gross negligence, violation of law, or any liability that cannot lawfully be released or limited. These exceptions apply to every disclaimer, release, indemnity and limitation in this document. Customer acknowledges that pricing reflects this allocation of risk, that it may obtain independent advice and alternative providers, and that the parties may negotiate different protections in a signed amendment. These acknowledgments do not conclusively establish enforceability.

12. Customer indemnity

Customer will defend and indemnify CamTech and its personnel against third-party claims to the extent caused by Customer's unlawful use, infringement by Customer-provided content, violation of applicable vendor license restrictions, or unauthorized instructions. This does not cover the portion caused by CamTech's negligence, breach of contract or conduct described in Section 11. CamTech must promptly notify Customer, allow Customer to control the defense with reasonably acceptable counsel, and reasonably cooperate at Customer's expense. No settlement may admit CamTech fault or impose nonmonetary obligations on CamTech without its written consent.

Vendor terms directory

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13. Other provisions and revisions

CamTech is an independent contractor. Neither party is responsible for delay caused by events beyond its reasonable control, excluding payment already due; the affected party will reasonably mitigate and provide notice. Oklahoma law governs, and Customer-CamTech disputes must be brought in a court of competent jurisdiction in Tulsa County, Oklahoma. If CamTech prevails, it may recover reasonable attorney fees and costs as permitted by law. Invalid provisions are severed to the extent necessary. Confidentiality, accrued payment obligations, risk allocation and dispute provisions survive termination. Revisions will carry a version date. Material changes require reasonable direct notice and acceptance under Section 1; posting alone does not amend existing signed agreements or accrued claims. CamTech will retain prior versions.

14. Vendor directory - applicable products only

The following references identify common providers and terms resources. Actual products and applicable documents depend on Customer services. Product-specific terms, data-processing terms and service levels may also apply. Copies and applicable version information are available from CamTech on request. Section 2 applies to vendors not listed here. Website-use terms alone do not replace software or service agreements.

Microsoft - Microsoft 365 / Azure
Microsoft Customer Agreement (applicable geography/channel)
https://www.microsoft.com/licensing/docs/customeragreement

Microsoft - product, privacy and service levels
Product Terms; applicable DPA and SLA linked there
https://www.microsoft.com/licensing/terms/

Barracuda - email protection, cloud-to-cloud backup and archiving
Applicable Legal Terms, product guide and service-specific terms
https://trust.barracuda.com/legal

Barracuda XDR - managed detection and response / SOC
Applicable XDR / Managed XDR service terms, portal acceptance and service scope
https://trust.barracuda.com/legal

Evo Security - identity, MFA and privileged access
Purchasing section refers to Evo MSA and subscription agreement; applicable end-user/service terms supplied by CamTech on request, not website-use rules alone
https://www.evosecurity.com/terms-of-use/

Synology C2 - cloud-to-cloud / Microsoft 365 backup and NAS cloud backup
Applicable C2 Backup / C2 Storage service terms, DPA and plan terms
https://c2.synology.com/en-us/legal

Synology NAS - devices and backup software
Applicable software EULA, product warranty and backup package terms, including Active Backup / Hyper Backup where used
https://www.synology.com/en-us/company/legal

Hornetsecurity / Altaro - backup and related products
Product EULA; confirm exact product and license model
https://www.hornetsecurity.com/en/product-eula/

Vendor terms directory

CamTechnologies, LLC | Continued

NinjaOne - remote monitoring and management
Software EULA; not website Terms of Use
https://www.ninjaone.com/license-agreement/

Trend Micro - endpoint protection
Legal directory; identify and attach/link exact business product agreement
https://www.trendmicro.com/en_us/about/legal.html

CIPP / CyberDrain - Microsoft 365 tenant administration
Applicable repository software licenses and any hosted, sponsor or commercial terms for the deployment used; copies available on request
https://github.com/KelvinTegelaar/CIPP

ConnectWise - service management and related platforms
Applicable product/user terms, data-processing terms and relevant agreement provisions; reseller-only commitments are not automatically Customer obligations
https://www.connectwise.com/legal

ConnectWise ScreenConnect - remote support and access
Applicable ScreenConnect SaaS or on-premises EULA and product terms, depending on deployment; copies available on request
https://www.connectwise.com/legal

Ubiquiti / UniFi - networks, gateways, firewalls, switches and Wi-Fi
Applicable software EULA, service/cloud terms and hardware warranty for the products used
https://www.ui.com/legal/

SonicWall - firewalls, VPN and security subscriptions
Applicable General Commercial Agreement, EULA, cloud terms, support and service-specific supplements
https://www.sonicwall.com/legal/end-user-product-agreements

Fortinet - FortiGate firewalls, VPN and security subscriptions
Applicable product EULA, FortiGuard, FortiCare and cloud/service terms for the products used
https://www.fortinet.com/corporate/about-us/legal

Cisco Duo - multifactor authentication and access security
Applicable Cisco/Duo service terms, offer description, SLA and end-customer pass-through terms for the subscription and purchasing channel used
https://duo.com/legal/terms

OpenDNS / Cisco Umbrella - DNS security and filtering
Applicable Cisco agreement and Umbrella product/offer terms for business subscriptions; OpenDNS public/consumer service terms apply instead where that service is used
https://umbrella.cisco.com/terms

Ubiquiti UniFi Protect - cameras, recording and video management
Applicable Ubiquiti software EULA, service/cloud terms and hardware warranty for cameras, recorders and Protect services used
https://www.ui.com/legal/