

LastPass Terms & Conditions

The following additional terms apply to the purchase of LastPass (the “Service”) by you (“the customer”) and Cobweb.

These Service Specific Terms should be read in conjunction with [Cobweb Terms & Conditions](#).

I. SERVICE DESCRIPTION

All services and support are subject to the terms of the [Cobweb Terms & Conditions](#).

LastPass is an extension to install on a browser to allow the option of saving and accessing passwords. There is also a LastPass password manager mobile app to allow the option to access, manage and share passwords from anywhere.

STANDARD SERVICE OPTIONS

Pricing is the pricing set out in the Customer order form.

II. TERMS

- a. Terms of use for the Services by the Customer (i.e., the entity using the LastPass Service) are set out at:

[LastPass Terms of Use](#).

The customer agrees that the above terms shall apply to Cobweb and their Customer. Cobweb agrees to provide each Customer with the terms of use and gain their acceptance.

- b. From the purchase date of the Service, the Customer will be entered into an annual contract with a minimum term of 12 months.
- c. Cobweb reserves the right to modify, amend or terminate the Service at any time and will update the Terms & Conditions from time to time in accordance with those changes. Continued use of the Service after changes to the Terms & Conditions shall constitute agreement to be bound by any changes. Cobweb will provide 30-day notice to any changes in price via email to the nominated account email address.

III. SERVICE LEVELS AND SERVICE CREDITS

- a. LastPass offers a service level agreement (SLA), which makes certain service levels commitments and offers service credits for failure to meet those commitments.
- b. If in any month the Customer experiences outages or unavailability of the Service, please let us know as soon as possible and, where Cobweb consider it appropriate, Cobweb will pursue a service credit claim with LastPass.



- c. If Cobweb are successful in claiming a service credit from LastPass, we will apply an equivalent credit (a credit to the same financial value as that received by us from LastPass to your next invoice following the date on which we receive the credit from LastPass. For clarity, where Cobweb receive a service credit in respect of multiple Customers, we will apportion this as appropriate between the affected Customers.