

WebPros Terms of Service - Product Annex - 360 Monitoring Service

1. The 360 Monitoring Service is a proprietary offering from WebPros International GmbH, Switzerland, acting as the Vendor, and is made available to you through the Provider.
2. The 360 Monitoring Service is a comprehensive server and website monitoring solution, designed to provide real-time alerts and performance data across various digital assets. The service enables users to monitor server health, website uptime, and performance metrics efficiently from a centralized dashboard. By using advanced monitoring techniques, the service quickly identifies potential issues and notifies the user, helping to minimize downtime and improve operational reliability.
3. 360 Monitoring is licensed on a subscription basis per server or website installation at subscription rates, displayed during the checkout process. The Service encompasses a variety of monitoring options including, but not limited to, server health checks, website uptime tracking, and performance analysis.
4. As the foundation of the 360 Monitoring Service, WebPros' proprietary technology requires regular communication with the 360 Monitoring backend to monitor servers and websites in order to detect performance degradations, server and website issues as well as downtime. The Service may also necessitate an up-to-date version of the underlying control panel software for optimal performance. Server administrators maintain ultimate control over the operational environment of the Service. The Provider is not responsible for any service interruptions or performance issues caused by improper server configurations made by the server administrator.
5. The payment and subscription management for the 360 Monitoring Service is facilitated through an independent payment provider (Cleverbridge or Stripe). The Provider assumes no responsibility for the deliverables of third-party services, nor does the Provider have oversight or control over the content provided to or by third-party providers.
6. Subscriptions to the 360 Monitoring Service can be initiated or canceled in alignment with their next renewal date through the Vendor's control panel applications, by selecting the "manage my subscriptions" option.
7. The Provider does not guarantee uninterrupted or error-free service, nor does it claim to resolve all potential performance issues at all times. The 360 Monitoring Service is provided on an as-is and as-available basis, and users engage with the service under these terms.