

Terms and Conditions

Last Updated: January 19, 2026

These Terms and Conditions (“**Terms**”) govern the access to and use of the TeamsCX website, software, and analytics platform (collectively, the “**Services**”), provided by **TeamsCX** (“**TeamsCX**”, “**we**”, “**us**”, or “**our**”). By accessing or using our Services, you agree to be bound by these Terms.

1. SCOPE OF SERVICES

TeamsCX provides cloud-based analytics, historical reporting, and operational monitoring for Microsoft Teams environments. Specific features, user seats, and data limits are governed by the Subscription Plan or Order Form selected by the Customer.

2. MICROSOFT API PERMISSIONS & ACCESS

2.1 Granting Access: The Services function by connecting to your Microsoft 365 tenant via the Microsoft Graph API. To provide the Services, you must grant TeamsCX specific permissions as prompted during the setup process.

2.2 Admin Consent: You acknowledge that the Services require "Global Administrator" or "Tenant-Wide" consent. You represent and warrant that the individual granting such consent has the legal authority to bind the Customer.

2.3 Data Extraction: TeamsCX shall only access metadata necessary for the Services. We do not record or store the audio/video content of meetings or the text of private messages unless explicitly stated in a specific feature description and opted into by the Customer.

2.4 Dependency: You acknowledge that TeamsCX depends on Microsoft’s APIs. We are not responsible for Service interruptions caused by changes to Microsoft’s API architecture, modifications to Microsoft's Terms of Service, or outages within the Microsoft 365 ecosystem.

3. ACCOUNT RESPONSIBILITIES

3.1 Accuracy: You must provide accurate registration information and keep it current.

3.2 Security: You are responsible for maintaining the confidentiality of account credentials and for all activities performed under your account.

3.3 Restrictions: You shall not: (i) reverse engineer or decompile the Services; (ii) use the Services for unlawful purposes; (iii) bypass any technical limitations; or (iv) use the Services to build a competitive product.

4. SUBSCRIPTIONS AND FEES

4.1 Billing: Fees are billed in advance. All fees are exclusive of applicable federal, state, or local sales taxes.

4.2 Automatic Renewal: Subscriptions renew automatically for the same term unless cancelled at least thirty (30) days prior to the renewal date.

4.3 Non-Payment: Failure to pay fees may result in the immediate suspension or termination of access to the Services.

5. INTELLECTUAL PROPERTY

5.1 Ownership: TeamsCX retains all rights, title, and interest in and to the Services, Documentation, and any anonymized, aggregated usage data derived from the Services.

5.2 Customer Data: You retain all rights to the data extracted from your Microsoft 365 tenant. You grant us a limited, worldwide license to process this data solely to provide and improve the Services for your benefit.

5.3 Publicity: You grant TeamsCX the right to use your company name and logo as a customer reference for marketing purposes (such as on our website) unless you opt-out via written notice to us.

6. LIMITATION OF LIABILITY

6.1 Cap: To the maximum extent permitted by law, TeamsCX's total aggregate liability for all claims arising out of or related to these Terms shall not exceed the total fees paid by the Customer in the twelve (12) months preceding the event giving rise to the claim.

6.2 Exclusion: In no event shall TeamsCX be liable for any indirect, incidental, special, or consequential damages, including loss of profit, data, or business interruption, even if advised of the possibility of such damages.

7. TERM AND TERMINATION

7.1 Termination for Cause: Either party may terminate these Terms for a material breach not cured within thirty (30) days of written notice.

7.2 Revocation of Access: If you revoke our API permissions within your Microsoft 365 environment, the Service will cease to function. Such revocation does not terminate your payment obligations for the remainder of the then-current term.

8. GOVERNING LAW AND JURISDICTION

8.1 Governing Law: These Terms and any disputes arising out of or related to these Terms shall be governed by and construed in accordance with the laws of the **State of Georgia**, without regard to its conflict of law principles.

8.2 Venue: Any legal action or proceeding arising under these Terms will be brought exclusively in the federal or state courts located in **Fulton County, Georgia**, and the parties hereby irrevocably consent to the personal jurisdiction and venue therein.

Contact Information: TeamsCX Official contact details as published on www.teamsCX.com

