WAF LINUX CLOUD

MANAGED WAF SERVICE AGREEMENT — DRAFT

For legal review before use. Not a signed agreement or a Mexican tax invoice.

1. Parties and status

This draft agreement is between the customer identified in the accepted quotation (Customer) and the legally identified provider operating under the WAF Linux Cloud trade name (Provider). The Provider legal name, registration details, address, and authorized signatory must be completed before execution.

2. Services

Provider will deliver the managed web application firewall (WAF) services, protected domains, support scope, configuration, and any implementation milestones expressly stated in an accepted quotation or statement of work. Changes require written agreement.

3. Customer responsibilities

Customer will maintain control of its applications, domain, DNS, hosting, credentials, and backups; provide accurate technical information; promptly report incidents; and ensure lawful use. Customer must not send credentials by ordinary email.

4. Fees and payment

Fees are stated in Mexican pesos (MXN) in the accepted quotation and corresponding commercial invoice. No automatic tax treatment is established by this draft. Payment instructions may be supplied separately. A payment link or redirect alone is not proof of payment; Provider verifies actual receipt.

5. Term, renewal, and termination

The service term, start date, renewal terms, notice periods, and cancellation conditions must be expressly specified in the accepted quotation. In the absence of agreed terms, neither party should assume automatic renewal.

6. Support and service levels

Support channels and hours, incident priorities, response targets, planned maintenance, and any service credits must be defined in the applicable quotation or service schedule. No uptime guarantee is implied unless expressly agreed in writing.

7. Security and limitations

Provider will use commercially reasonable safeguards in operating the WAF service. No security solution guarantees prevention of all attacks, outages, or data loss. Customer remains responsible for application security, patching, backups, and incident response unless expressly contracted otherwise.

8. Confidentiality and personal data

Each party will protect confidential information received from the other and use it only for contract performance, subject to lawful disclosure obligations. Personal data processing roles, security instructions, international transfers, and any required data processing agreement must be determined and documented before processing.

9. Intellectual property

Each party retains ownership of its pre-existing intellectual property. Customer receives only the rights needed to use the contracted service during the agreed term.

10. Liability and applicable law

Any warranty exclusions, liability caps, governing law, venue, and dispute resolution provisions require legal review and express written agreement. This draft intentionally does not invent a jurisdiction or an enforceable limitation.

11. Execution

Provider legal name: _____ Customer legal name: _____
Provider representative: _____ Customer representative: _____
Date: _____ Accepted quotation reference: _____

Contact: soporte@waflinux.cloud | waflinux.cloud