



Termo de Autorização para Administração Compartilhada

São Paulo, 23 de junho de 2026.

26250 - WM CONSULTORIA CONTABIL E TRIBUTARIA EIRELI

Foi solicitada à **SKYMAIL**, a concessão da administração dos itens de configuração abaixo:

Nome do Servidor	Endereço IP
W-217-ADFS-01	200.187.70.125

A partir desta data, e durante todo o período em que a administração destes servidores não for exclusiva da SKYMAIL, fica denominada a **Administração Compartilhada**, onde a **SKYMAIL** fica isenta de qualquer responsabilidade por indisponibilidade, perda de desempenho, vulnerabilidade ou qualquer falha em que fique constatado que o incidente ocorreu em virtude de ação externa à administração da SKYMAIL, invalidando, assim, os acordos de Nível de Serviço (denominados SLA) firmados previamente em contrato.

Para retorno ao modo de administração exclusiva da **SKYMAIL**, os servidores descritos acima terão seus conteúdos reavaliados durante o processo de **Setup Administrativo**, em que serão removidos acessos administrativos do cliente ou terceiros.

Durante o período de 30 dias, o ambiente em questão ficará em avaliação pela SKYMAIL e o SLA permanecerá inválido.



Caso durante este período de 30 dias seja entendido que a capacidade da SKYMAIL em retomar a administração do ambiente e cumprir com o SLA inicialmente contratado tenha sido comprometida, sendo identificada a necessidade de reinstalação das soluções, esta será faturada com base na quantidade de horas gastas para sua execução.

Fica ainda pactuado entre as partes que a SKYMAIL não terá qualquer responsabilidade sobre o uso indevido da senha de Administrador feita pelo Administrador da **“26250 - WM CONSULTORIA CONTABIL E TRIBUTARIA EIRELI”**

Aguardamos aprovação, mediante a assinatura deste termo, para formalização das condições à concessão da Administração Compartilhada. Colocamo-nos a disposição para esclarecer quaisquer dúvidas.

Atenciosamente,

Diretoria de Operações
Skymail Soluções em Nuvem

Ciente: Assinado por: Alex Correa
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Assinatura



Formulário de Janela de Manutenção

Com o objetivo de mantermos seus serviços sempre atualizados e seguros, precisamos necessariamente de um alinhamento inicial sobre manutenções periódicas. Por favor, fornecer as informações necessárias para deixarmos a documentação do seu projeto completa.

Qual seria o melhor dia e horário da semana para executarmos atualizações e/ou manutenções programadas sem suas máquinas virtuais? Caso tenham mais de uma máquina virtual, podem listá-las com os dias e horários alternados, se necessário, considerar um dia/horário por máquina virtual:

- Informar o melhor dia na semana, mínimo 2 horas de janela

Dia da Semana	Horário	Máquina Virtual
Domingo	01:00 as 03:00	W-217-ADFS-01

Existe alguma particularidade em relação aos sistemas instalados? Incompatibilidades em relação a versões de SO e etc?

Necessário algum procedimento em relação a aplicação antes de executarmos as atualizações e/ou manutenções? Lembrando que as máquinas virtuais podem ser reiniciadas nesse processo.



Validação pós Manutenção:

Sempre que uma janela de manutenção é finalizada, entendemos ser fundamental uma validação do lado do cliente para nos certificarmos que tudo correu bem.

Por favor informar o nome, e-mail e telefone do contato que ficará responsável pela validação? (Aqui podemos ter mais de um contato cadastrado)

Nome	e-mail	telefone
Alex Correa	alex@avscloud.com.br	(11) 97351-8221

Observação: Lembrando que sempre comunicaremos com antecedência, via chamado, as manutenções programadas.

Assinado por:

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Envelope Sent	Hashed/Encrypted	6/23/2026 12:30:15 PM
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