



Termo de Autorização para Administração Compartilhada

São Paulo, 25 de junho de 2026.

52600 - CLEAN4 SERVICOS GERAIS E ADMINISTRATIVOS LTDA

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

Nome do Servidor	Endereço IP
W-52600-FS-01	200.187.66.47

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 **“52600 - CLEAN4 SERVICOS GERAIS E ADMINISTRATIVOS LTDA”**

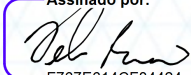
Aguardamos aprovação, mediante a assinatura deste termo, para formalização das condições à concessão da Administração Compartilhada. Colocamo-nos a disposição para esclarecer quaisquer dúvidas.

Atenciosamente,

Diretoria de Operações

Skymail Soluções em Nuvem

Ciente: _____

Assinado por:

E767E614CE84424

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-52600-FS-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.



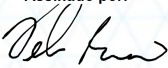
Validação pós Manutenção:

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
Felipe Ribeiro	feliperibeiro185@hotmail.com	(11) 96469-0391

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

Assinado por:

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Sent: 6/25/2026 7:00:07 AM

Viewed: 6/26/2026 5:07:28 AM

Signed: 6/26/2026 5:08:10 AM

Electronic Record and Signature Disclosure:

Accepted: 6/26/2026 5:07:28 AM

ID: 4e883ac4-3ce4-4ed1-a88f-448a438bdeb2

In Person Signer Events

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Editor Delivery Events

Status

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Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

6/25/2026 7:00:07 AM

Certified Delivered

Security Checked

6/26/2026 5:07:28 AM

Signing Complete

Security Checked

6/26/2026 5:08:10 AM

Completed

Security Checked

6/26/2026 5:08:10 AM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

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