



Service Provider Partner Addendum - Web Hosting

Last updated: December 26, 2025

This Addendum supplements the HEO Systems Partner Terms and Conditions and applies specifically to Partners who will act as Service Provider Partners for Web Hosting. By participating as a Service Provider Partner, you agree to this Addendum in addition to the main Partner Terms.

1. Reseller Authorization

The Partner is authorized to act as an official Service Provider Partner of HEO Systems for web hosting services. Unlike traditional affiliates, the Partner manages their own clients ("Sub-Clients") directly within the HEO Systems ecosystem.

- **Brand Integrity:** Services are sold under the HEO Systems brand. Partners must adhere to all brand guidelines. Custom marketing materials must be approved by HEO Systems before use.
- **Customer Ownership:** Sub-Clients are linked to the Partner's account, but all Sub-Clients remain end-users of HEO Systems and must accept HEO Systems' master Terms of Service.

2. Client Onboarding & Provisioning

- **Sub-Account Management:** Partners are responsible for managing Sub-Client accounts using the HEO Systems dashboard/panel.
- **Pricing:** Partners may set their own retail pricing. Pricing must not undercut HEO Systems' official "Direct" pricing by more than the approved margin set by HEO Systems.

3. Support & Communication ("Front-Line" Rule)

Since Sub-Clients are managed by the Partner:

- **Primary Support:** Partners act as the first point of contact for Sub-Clients and handle general billing, setup, and configuration queries.
- **Escalation:** Technical failures (e.g., server downtime, hardware issues) must be escalated to HEO Systems via priority tickets.
- **Professionalism:** Partners represent the HEO Systems brand. Unprofessional conduct or neglect of Sub-Client support may result in immediate revocation of Service Provider status.



4. Billing & Financials

- **Invoicing:** The Partner invoices Sub-Clients directly and remits the agreed wholesale resource cost to HEO Systems.
- **Non-Payment:** HEO Systems reserves the right to suspend Sub-Client accounts after a defined period of delinquency, regardless of the Partner's standing.

5. Account Migration & Portability

- **Partner Exit:** Partners wishing to stop reselling must provide at least 30 days' notice.
- **Client Protection:** HEO Systems may transfer Sub-Clients to direct management to ensure service continuity if the Partner is unable to provide support or fulfill financial obligations. This prevents service disruption for Sub-Clients.

6. Acceptable Use (AUP) Compliance

- Partners are responsible for monitoring Sub-Client activity.
- If a Sub-Client violates HEO Systems' AUP (e.g., illegal content, spam, or security violations), the Partner must take immediate action to suspend the account upon notification.
- Failure to moderate Sub-Clients may result in suspension or termination of the Partner's entire reseller node.

7. Limitation of Liability

- Partners are independent contractors.
- HEO Systems is not responsible for any verbal or written promises made by the Partner that exceed the official service descriptions on our website.
- Partners must ensure that all statements to Sub-Clients accurately reflect HEO Systems' official offerings.