

VNC-SAAS-LEG-01 · Version 1.2 · Effective 15 October 2026

Service Description

VNClagoon SaaS · Packages, modules, limits and support

This Service Description defines what VNC provides under a **VNC**lagoon SaaS subscription. It forms part of the Subscription Terms. Where the website, the signup wizard or marketing material differ from this document, this document prevails.

1. The service

- 1.1 **VNC**lagoon SaaS is the **VNC**lagoon Sovereign Workplace Platform operated by VNC as a multi-tenant cloud service. Each Customer receives an isolated tenant with its own address, its own user directory and its own data.
- 1.2 The service is provided from data centres located in the European Union or in Switzerland. Customer Data is stored and processed in these locations only. Operations and support are performed from Europe.
- 1.3 The service is offered to businesses, public bodies and other organisations only (business customers). It is not offered to consumers.

2. Packages

- 2.1 Two packages are available: Essential and Professional. Sovereign AI is an optional add-on that will be made available separately and is governed by its own rate card once published.

Module	Essential	Professional
VNC mail	Included	Included
VNC calendar	Included	Included
VNC contacts	Included	Included
VNC chat	Included	Included
VNC video	Included	Included
VNC task	Included	Included
VNC files	Included	Included
VNC portal	Included	Included
VNC fluid	Personal hub	Personal hub and dashboards
VNC directory	Basic: users, roles, SAML/OIDC single sign-on	Advanced: adds SCIM provisioning and audit log
VNC channels	Not included	Included
VNC workflow	Not included	Included
VNC crm	Not included	Included
VNC lagoon AI	Add-on, when available	Add-on, when available

- 2.2 The functional scope of each module is the scope of the current release of **VNC**lagoon as made available in the service. VNC may improve, extend or replace functions, provided the overall functionality of the package is not materially reduced during a subscription period.

3. Seats and limits

- 3.1 A seat is one named user account. Shared or rotating use of a single seat by several persons is not permitted.

- 3.2 Self-service subscriptions are available from 3 to 300 seats per tenant. Larger deployments are offered under a separate agreement.
- 3.3 Storage is pooled per tenant. Essential includes 50 GB per subscribed seat; Professional includes 250 GB per subscribed seat. Mail, files and all other Customer Data count towards the pool. Additional storage is available in blocks of 1 TB at the price shown in the price list.
- 3.4 File versioning: Essential retains versions for 90 days, Professional for one year. Retained versions count towards the storage pool.
- 3.5 Fair-use limits apply to sending volumes, API calls and video participants to protect the platform for all customers. The current limits are published in the admin console.

4. Provisioning and administration

- 4.1 The tenant is provisioned automatically after successful payment. The person completing the signup becomes the first tenant administrator and is responsible for the tenant on behalf of the Customer.
- 4.2 Two-factor authentication is enforced for administrators on first login. The Customer may enforce it for all users.
- 4.3 Demo data (sample users, channels, records) is optional and off by default. If enabled during signup, it can be deleted by the administrator at any time; by default the tenant starts empty.
- 4.4 The Customer administers users, roles, storage, retention and integrations through **VNC** directory and the admin console.

5. Support

- 5.1 Support is provided in English and German through the in-product help centre and by e-mail to support@vnc.biz. Support hours: business days 08:00 to 18:00 CET.
- 5.2 Essential includes standard support with a target first response within one business day. Professional includes priority support with a target first response within four business hours.
- 5.3 Support covers the operation of the service and the use of its functions. It does not include training, data migration, custom development or support of third-party systems; these can be purchased separately.

6. Maintenance and changes

- 6.1 Planned maintenance is announced at least 48 hours in advance on the status page and is scheduled outside European business hours wherever possible. Availability commitments are defined in the Service Level Agreement.
- 6.2 Material changes to this Service Description are announced at least 30 days before they take effect. Changes that reduce the scope of a package during a paid period entitle the Customer to terminate as set out in the Subscription Terms.

7. Not included

- 7.1 The following are not part of **VNC**lagoon SaaS: on-premises or private-cloud deployment, custom themes or connectors, dedicated infrastructure, data residency outside the EU/CH locations named above, and professional services. These are available under separate agreements.

PART OF THE VNCLAGOON SAAS AGREEMENT

[Subscription Terms](#) [Launch Offer Terms](#) [Cancellation and Data Export Policy](#) [Acceptable Use Policy](#)

[Data Processing Agreement](#) [Service Level Agreement](#) [Sub-processors](#)

