



G-Cloud 15

Call-Off Contract Alignment Statement

January 30th 2026 | V1.0

Akamai Service Terms (Clarification Statement)

This document does not replace, amend, or override the G-Cloud 15 Call-Off Contract.

It is provided for clarification only and is intended to explain how Akamai services operate within, and are governed by, the G-Cloud 15 framework. In the event of any conflict or inconsistency, the Call-Off Contract (including the CCS General Terms, Framework Schedules, Joint Schedules, Call-Off Schedules, and Order Form) takes precedence.

1. Governing Contract

This service is provided under the CCS G-Cloud 15 Call-Off Contract (RM1557.15). The Call-Off Contract, including the CCS General Terms, applicable Framework/Joint/Call-Off Schedules, and the Order Form (including any attachments), constitutes the agreement between the Buyer and the Supplier for the provision of this service. Supplier Terms and Supplier Service Descriptions are incorporated only where they are set out or expressly referred to in the relevant Order Form.

2. Precedence

In the event of any conflict or inconsistency, the documents forming the Call-Off Contract take precedence as set out in the Call-Off Contract / Order Form.

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3. Supplier Terms – permitted scope only

Where the Order Form includes Supplier Terms, they apply only to the extent that they directly relate to the permitted subject matter of the relevant Supplier Terms, as defined in Joint Schedule 1, namely (as applicable):

- Supplier Acceptable Use Policy
- Supplier Data Processing Agreement
- Supplier Specific Shared Responsibility Model
- Supplier SLA
- Supplier Licence Terms

4. Exclusion of inapplicable/third-party / click-through terms

Any terms that the Buyer or Buyer Users may accept or be deemed to accept during use of the service (including via portals, click-through terms, purchase orders, invoices, or third-party software licence terms) are inapplicable and unenforceable under the Call-Off Contract, except to the extent they are valid Supplier Terms expressly set out or referred to in the Order Form.

Any attempt to incorporate Additional Third Party Terms (including by hyperlink or reference) is deemed ineffective and does not apply to the Call-Off Contract (subject to the framework's allowance for links to the Supplier's own applicable Supplier Terms/Service Descriptions where they do not pull in third-party terms).

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5. Prohibited content (deemed ineffective)

Supplier Terms are not applicable and are deemed ineffective to the extent they include:

- any indemnities (or similar clauses); and/or
- any provisions that would materially impact liability or materially rebalance risk against the Buyer (including creating new/increased liabilities, new/materially different operational responsibilities for the Buyer/Buyer Users, or new/increased constraints on the Buyer's termination rights), compared to the rest of the Call-Off Contract.

6. Pricing and Payment

Pricing, invoicing, and payment terms are as set out in the G-Cloud 15 framework and the agreed Call-Off Contract.

7. Liability, Termination, and Intellectual Property

Liability, termination rights, and intellectual property provisions apply strictly in accordance with the Call-Off Contract and associated schedules. No additional limitations, exclusions, warranties, or indemnities apply beyond those mandated by the Call-Off Contract.

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8. Lot applicability

These terms apply to services offered under:

- Lot 2a – Infrastructure Software as a Service (I-SaaS); and
- Lot 3 – Cloud Support Services (Additional Services).

9. Ordering/contact

To place an order, Buyers should use the Order Form (Call-Off Contract) and the contact details provided in the relevant Digital Marketplace service listing.

