



MSP – License Expiration and Cancellation Policy Effective: February 1, 2026

1. Purpose and Scope

This Policy establishes the terms and conditions governing the cancellation of tenant subscriptions by Managed Service Providers ("MSPs") operating under a multi-tenant console with IRONSCALES. All MSPs are required to adhere to the procedures set forth herein when initiating the cancellation or expiration of any tenant licenses.

2. Cancellation Notice Requirements

An MSP seeking to cancel a tenant subscription must expire the licenses/tenant in the IRONSCALES console no fewer than thirty (30) days prior to the intended expiration date.

3. Billing Obligations During the Notice Period

For the duration of the thirty (30) day notice period, all licenses associated with the applicable tenant will remain active and fully provisioned. Billing will continue in accordance with the high-watermark method, and all charges accrued during this period are due and payable in full.

4. Effective Date of Cancellation

A license expiration and cancellation of the tenant shall not take effect until the conclusion of the full thirty (30) day notice period. Requests for immediate deactivation or early termination will not modify or otherwise reduce the MSP's billing obligations, unless IRONSCALES provides express written approval to the contrary via the MSP's assigned partner success manager.

5. Policy Modifications

IRONSCALES reserves the right to amend or update this Policy at its discretion. Any modifications will be communicated to affected partners in accordance with the terms of the applicable partner agreement and shall become effective as of the date specified in such notice.

This Policy is issued by IRONSCALES and is incorporated by reference into all applicable MSP partner agreements.