Item	Explanation:
Glo Support - **GloHelp Support Package (monthly) with included time**	**The number of Glo Help minutes you buy per month. Roll over to the next month so you never lose any by not using them.**
Devices/Servers - **GloHelp Support - GloHelp - Devices/Servers (monthly)**	**Devices and/or servers that are covered by anti-virus, remote management and patch management.**
Glo Backup - **GloBackup - Unlimited online file backup (monthly)**	**Cloud storage of files and data - software that runs on your server which backs up your files.**
Glo Hosted User - **Glo Hosted Services - Server rental (10GB per user)**	**Server space hosted by Glo.**
Additional Hosted User - **Glo Hosted Services - Additional File Storage (10GB per user)**	**Server space hosted by Glo.**
Glo Help Overcharges - **GloHelp Overcharges**	**This is the charge for time you have used over your monthly support package allocation.**
Vault 3	
VAULTSERVER - **Glo Hosted Server (monthly)**	**Virtual servers hosted by Glo.**
VAULTIP - **Glo Hosted - Public IP**	**Internet-facing IP address.**
VAULTRAM - **Glo Hosted - 1GB Extra RAM**	**Virtual servers hosted by Glo - additional 1GB RAM.**

Item	Explanation:
VAULTDISKSPACE - **Glo Hosted - Disk Space (100GB) (Monthly)**	**Virtual servers hosted by Glo - disk space.**
VAULTCORES - **Glo Hosted - 2x Extra CPU Cores (Monthly)**	**Virtual servers hosted by Glo - additional pair of CPU cores.**
Backup Wasabi - **Glo Online Backup Storage - 1 TB Monthly**	**Cloud Storage for Backup.**
Wasabi Storage - **Glo Online Backup Storage - 1 TB Monthly**	**This is for cloud storage for offsite backup.**
MS365 - **Refers to various Microsoft licenses**	**Microsoft 365 monthly or annual commitment licenses which are billed to you per month.**
SPLA - **Refers to various SPLA licenses**	**Microsoft licenses - Windows Server, SQL, RDS, etc.**
Huntress - **Huntress Managed EDR per device**	**Managed EDR (Endpoint Detection and Response) defends against attacks as they are happening with endpoint detection and response.**
DUO - **GloAuth-Security Software - 2 Factor Authentication per user, per month**	**This is your monthly charge for Duo 2-Factor Authentication.**
SaaS (Software as a Service) - **Saas Protection Infinite Cloud per user per month** - **Saas Protection Time-Based Retention per user to month** - **Saas Protection 1 Year retention per user per month**	**Office 365 Backup**

Item	Explanation:
Zen	- **Ordinary broadband connection.**
- Broadband	- **Traditional telephone landlines.**
Refers to various Broadband charges	- **Dedicated broadband connection which comes with a favorable service level in terms of fault resolution.**
- Phone Lines	
Refers to Phone Line charges	
- Leased Lines	
Leased Line Service	
VoiceFlex	- **Included minutes to 01, 02, 03 and UK Mobiles for calls delivered in the UK. 12 month Contract. 75% Max outbound - Monthly**
- Bundle SIP	- **Is the digital version of a traditional phone line. It allows you to make outbound and receive inbound calls using an IP connection (VoIP)**
Glo Bundled SIP Channel	- **The charge for phone calls made during the month.**
- SIP Channel	
Glo SIP Channel (Single) per month	
- SIP Call Charges	
SIP Call Charges	
Nasstar	**The monthly charge for your broadband.**
Eclipse Business Broadband 100GB	
3CX Hosting	**3CX phone system hosting.**
Glo Hosted Phone System - Monthly	
HVS01	**Remote hosting of your Odoo instance.**
Odoo Hosting - Cloud Hosted Server - 1 month - 1 Database	