

# SME Customer Information

Managed Internet Service for multi-tenant buildings – IT Solutions

ASK4

# SME Customer Information – Managed Internet Service for multi-tenant buildings – IT Solutions

## Managed Internet Service for multi-tenant buildings – IT Support Services

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|--|---|
| Identity and contact details                         | ASK4 Solutions Limited<br>+44 (0)114 321 0555<br>Devonshire Green House, 14 Fitzwilliam Street, Sheffield, S1 4JL   |
| Description of services                              | We offer a range of resold voice and Internet services to give your teams the tools they need to work securely and effectively, while future-proofing your organization and enhancing productivity.<br><br>A full description of our services will be provided in your bespoke proposal and order form.<br><br>All of these documents are available in a durable medium on request.   |
| Price  | Please see your proposal or order form.   |
| Duration, renewal and termination of contract        | Please see your proposal or order form.   |
| Security   | We are ISO27001 certified and have processes to ensure we actively respond to security threats and vulnerabilities.   |
| Right to cancel                                      | Our terms and conditions are available here: <a href="https://www.ask4.com/legal/supply-terms-conditions">https://www.ask4.com/legal/supply-terms-conditions</a><br><br>We will charge a fee if your contract ends early.<br><br>How much we charge depends on how long your contract has left to run.  |
| Service characteristics                              | Please see your proposal or order form.   |
| Terminal equipment                                   | You are responsible for damage to terminal equipment we install at your premises.   |
| Remedies, complaints handling and dispute resolution | Complaints will be handled in accordance with the dispute resolution processes as agreed in our agreement.  |
| End-users with disabilities                          | We will always try to make reasonable adjustments to best support your team members with disabilities.  |
| Data protection                                      | When you use our services, you trust us with your information and your team's information. We take that responsibility very seriously. Our privacy policy spells out exactly what data we collect and how we use it. If you would like to know what information we hold about you, want to see a copy of it, or would like us to change or delete it, please contact us at <a href="mailto:data-protection@ask4.com">data-protection@ask4.com</a> |
| Service Level Agreements and Service Level Guarantee | We do not offer any specific Service Level Agreements for resold fixed voice or broadband services as we are dependent on the underlying communications service provider.<br><br>Further information on likely service quality can be provided on request and Service Level Agreements may be offered on bespoke basis if business critical systems are to be supported.  |