

SME Customer Information

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

ASK4

SME Customer Information - Managed Internet Service for multi-tenant buildings – corporate clients

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

Identity and contact details	ASK4 Solutions Limited +44 (0)114 321 0555 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. A full description of our services will be provided in your bespoke proposal and order form. 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: https://www.ask4.com/legal/supply-terms-conditions We will charge a fee if your contract ends early. 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 data-protection@ask4.com
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. 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.