



# Code of Practice Policy



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## 1. Introduction

This code applies to domestic customers only and small business customers (with less than 10 employees).

## 2. Our Services

ANS provides a comprehensive range of services including managed services for public cloud, provision of eCloud VPC solutions, colocation, dedicated hosting, DNS management and domain names together with a range of other services. For most up to date information visit our website [www.ans.co.uk](http://www.ans.co.uk) or call our Account Managers on 0800 954 8226. More contact details can be found here.

## 3. Access

Services will be provided upon receipt of a signed quotation (or an online digitally signed quotation with payment) and following a credit check.

## 4. Pricing Information

To obtain details of current prices from ANS please contact our Account Managers on 0800 954 8226. All prices quoted online and by phone exclude VAT unless otherwise stated, at the prevailing rate (20% at time of preparation).

ANS make all reasonable endeavours to ensure that all pricing information is accurate and up-to-date at the time of it is published.

ANS submits invoices for services at monthly, quarterly, and yearly intervals, and payment is normally taken by either credit card or direct debit. For all invoice queries please contact our Accounts Department on 0161 215 3722. If you are late in paying or refuse to pay the invoice submitted. ANS reserves the right to terminate your services as provided for in our Terms and Conditions.

## 5. Contract Conditions

Please see our online Terms of Business. These can be found in the Terms and Conditions tab of our website.

We have different Terms and Conditions depending on whether a customer is classed as Enterprise or an SMB Customer and for public cloud Managed Services/Professional Services and private cloud.

SMB Customers – Standard Conditions apply: all orders are processed online by way of a digitally signed quotation with applicable terms and conditions attached. Contracts are for a fixed minimum term, which is clearly stated on all quotations.

**A. Orders for private cloud inc. eCloud, eCloud VPC, eCloud Vault, eCloud Flex, Dedicated Servers, FastDesk, Threat Surveillance, Threat SOC and Threat Scan.**

**SMB Customers**

- For SMB orders signed before 23<sup>rd</sup> June 2022, the Customer may terminate their Agreement by giving 30 days written notice, which may expire at any time on or after the fixed minimum term expires. Email notification will not be accepted as notice of termination of Agreement.
- For SMB orders signed after 23<sup>rd</sup> June 2022, the Terms provide for auto renewal with Agreements automatically renewing for successive twelve (12) month periods (each a "Renewal Period") unless and until the Customer gives no less than thirty (30) days written notice to terminate the Agreement, such thirty (30) days written notice expiring at the end of the relevant Renewal Period or if notice is given at least thirty (30) days prior to the fixed minimum term, expiring on the expiry of the fixed minimum term. Email notification will not be accepted as notice of termination of Agreement.

**Enterprise Customers**

- For Enterprise orders signed before 23<sup>rd</sup> June 2022, the Customer may terminate their Agreement by giving 90 days written notice, which may expire at any time on or after the fixed minimum term expires. Email notification will not be accepted as notice of termination of Agreement.
- For Enterprise orders signed after 23<sup>rd</sup> June 2022, the Terms provide for auto renewal with Agreements automatically renewing for successive twelve (12) month periods (each a "Renewal Period") unless and until the Customer gives no less than ninety (90) days written notice to terminate the Agreement, such ninety (90) days written notice expiring at the end of the relevant Renewal Period or if notice is given at least ninety (90) days prior to the fixed minimum term, expiring on the expiry of the fixed minimum term. Email notification will not be accepted as notice of termination of Agreement.

**B. Orders for SMB public cloud products and services**

- For SMB public cloud customers (Dynamics, Azure etc), the Terms provide for auto renewal with Agreements automatically renewing for successive twelve (12) month periods (each a "Renewal Period") unless and until the Customer gives no less than ninety (90) days written notice to terminate the Agreement, such ninety (90) days written notice expiring at the end of the relevant Renewal Period or if notice is given at least ninety (90) days prior to the fixed minimum term, expiring on the expiry of the fixed minimum term. Email notification will not be accepted as notice of termination of Agreement.

### C. Orders for public cloud (Azure/AWS) Managed Services under Enterprise Terms and Conditions ([Enterprise Terms and Conditions](#) | [Terms and Conditions](#) | [ANS](#))

- A notice to terminate the Managed Service shall only be effective if the Customer provides a minimum of ninety (90) days' notice expiring before the expiry of the fixed minimum term or any anniversary following the fixed minimum term and has fully paid any sums owing to ANS and discharged all obligations under the Contract. Such termination notice shall be sent to [contractcancellations@ansgroup.co.uk](mailto:contractcancellations@ansgroup.co.uk) and followed by a hard copy to ANS's registered address.

## 6. Customer Service Compensation or Refund Policy

If a refund is due, we will refund money directly back to the original credit or debit card, or bank account. Simply call Accounts on 0161 215 3722 if you have a dispute with an invoice.

## 7. How to raise a concern

If you have any concerns about our service, please contact our Customer Success Unit Team at [customersuccessmanagement@ans.co.uk](mailto:customersuccessmanagement@ans.co.uk)