

cams Contract FAQs

The following FAQs may help you in reading your contract.

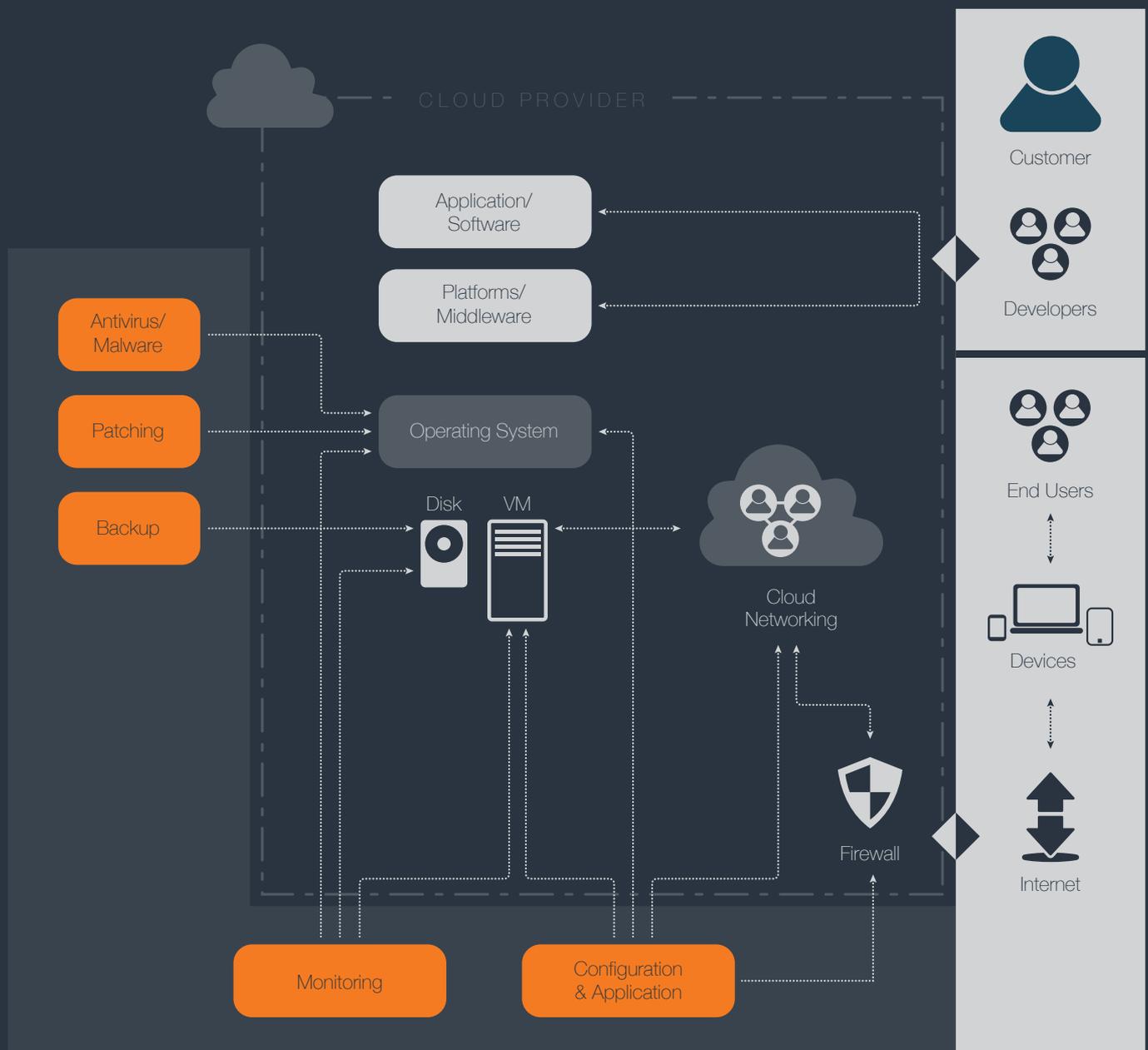


What are the different bits of the contract?

This depends on the services you are buying from us. You will always have a Managed Services Agreement which defines all the terms that are used throughout the documents and sets out the general terms that apply to all the Services. You will always have a schedule setting out the **cams** service you are buying from us. Then if you buy your subscription from us you will have either a **cams⁺ COMPUTE** schedule or a **cams⁺ FLEX** schedule which describes the SLAs for these services and penalties if we fail to meet them.

Why is there a section of the contract called “Customer Obligations”?

Across a Customer's entire IT estate there is only so much that we are able to manage for you. The diagram below illustrates this. The grey areas to the right and middle are those parts that you retain control of and the left hand side in the orange box show what we are managing for you and are responsible for. Each of the activities we undertake is defined in the **cams** schedule.



Where does the contract talk about costs and how much I am paying?

The monthly cost of your service is shown on the first page of each schedule. Section 7 of the Managed Services Agreement sets out when and how you pay and section 8 covers the circumstances in which we can increase any of our prices.

How long is the contract?

The contract is for a minimum term but after that it continues until you choose to end it. The details about ending your contract are set out in Section 10 of the Managed Services Agreement.

Can I end the contract early?

You may end the contract before the end of the minimum or subsequent terms but you will have to pay a fee as set out in Section 10 of the Managed Services Agreement. We also offer a break clause option on our 36 month agreements which will be detailed on page 1 of your contract Schedule.

Can I add to the services I am buying during the term of the contract?

You can always buy additional services or subscriptions from us during the term of the contract. You can discuss this with your Account Manager. It usually makes sense to synchronise the new elements to the original contract and we will discuss the best way to do this at the time.

What happens if I am not happy with the service I receive during the contract?

If you are not happy because we are failing to deliver the contracted service, clause 10.3.2 of the Managed Services Agreement sets out the remedy available to you. If you are not happy because we are delivering the contracted service but you don't think it is meeting your needs we would be happy to discuss an extension of the service.



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