



A2Z Cloud Ltd – A2Z Guardian - Zoho Managed Services

Terms and Conditions

1. Introduction

These Terms and Conditions apply to A2Z Cloud's Zoho Managed Services. They set out the basis on which the service is delivered, the responsibilities of both parties, the service scope, and the commercial terms. By purchasing managed services hours, the organisation agrees to these terms.

2. Service Delivery

The service is delivered remotely during standard UK business hours. All requests must be raised through the service desk. Each request is reviewed, assigned a priority level, and completed within the organisation's available support hours. Updates are provided through the service desk portal.

3. Scope of Service

The service covers minor configuration changes, small adjustments, user access updates, issue investigation, log checks for existing integrations, and support for existing reports. Work must fall within the service scope and be deliverable within the time available. Larger changes, new development, new integrations, data cleansing, system redesigns, or migrations are not included.

4. Out-of-Scope Work

Requests outside the managed service will be flagged before work begins. Out-of-scope activities require separate scoping and may be delivered as project work with separate charges.

5. Support Levels

Response targets are: Priority 1 within two working hours; Priority 2 within four working hours; Priority 3 within one working day; Priority 4 within two working days. Resolution times depend on the complexity of the request and the organisation's available support hours. Weekend and bank holiday support is not provided.

6. Organisation Responsibilities

The organisation must raise all requests through the service desk, provide accurate information, ensure appropriate system access is available for A2Z Cloud, maintain adequate support hours, and approve clarifications when required. Delays caused by missing information or access may extend timescales.





7. A2Z Cloud Responsibilities

A2Z Cloud will complete in-scope work within standard business hours, respond within defined SLA targets, communicate progress through the service desk, and notify the organisation if a request is likely to exceed available hours or falls outside the managed service scope.

8. Commercial Terms

Managed services are purchased as an annual allowance of support hours. Work is deducted from the organisation's remaining balance at the relevant hourly rate. Costs vary depending on the number of hours purchased. Unused hours do not roll over unless separately agreed. Additional services outside the managed service will be billed separately.

9. Data Access and Security

A2Z Cloud will only access customer data when required to complete support tasks. Customer data is handled securely and only by authorised personnel. Staff screening is carried out but does not conform to BS7858:2019. A2Z Cloud complies with UK data protection requirements when handling customer information.

10. Confidentiality

Both parties will treat all information shared through the service as confidential and will not disclose it to third parties unless required by law.

11. Limitation of Liability

A2Z Cloud's liability in connection with this service is limited to the total amount paid for the managed service hours in the relevant 12-month period. A2Z Cloud is not liable for consequential or indirect loss, loss of profit, or issues caused by third-party platforms such as Zoho.

12. Suspension of Service

A2Z Cloud may suspend work if no support hours remain or if access required to complete a request is not provided.

13. Termination

Either party may terminate the service with written notice. Hours already used are chargeable. Hours purchased but unused are not refundable unless required by law.

14. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

