

IKON ICT

Service Schedules

Managed IT | Microsoft 365 | VoIP | Connectivity | Energy Brokerage

Ikon Comms Ltd trading as Ikon ICT | Version 1.0 | Effective from 5 October 2026

Schedule 1. Managed IT Support

1. Scope

Scope is limited to supported users, sites, devices and activities in the Order. Out-of-scope work is chargeable.

2. Support hours and response targets

Support hours are Monday-Friday 08:30-17:30 excluding English public holidays. Target initial responses are Critical 4 business hours, High 8 hours, Normal 1 business day and Low 3 business days. These are not resolution guarantees.

3. Out-of-hours support

Out-of-hours support may be included for specified managed customers. Otherwise it is reasonable endeavours and separately chargeable.

4. Exclusions

Unsupported systems, projects, major upgrades, pre-existing incidents, hardware, licences and data recovery without usable backup are excluded unless stated.

Schedule 2. Microsoft 365 and Cloud Administration

1. Scope

Scope may include licensing, full tenant administration, user and mailbox changes, security configuration and Microsoft escalation.

2. Tenant ownership and administration

The Customer owns its tenant and data. Ikon ICT acts as administrator and, where applicable, reseller.

3. Microsoft licensing

Monthly or annual licence commitments follow the ordered Microsoft product; annual commitments remain payable.

4. Security and backup

Microsoft retention is not an independent backup. Customer backup and restore testing remain the Customer's responsibility unless managed backup is ordered.

Schedule 3. VoIP and Business Communications

1. Contract term and notice

Services are rolling monthly with 30 days' written notice unless the Order identifies another commitment.

2. Emergency calling and service dependencies

VoIP depends on electricity, local networking and internet access. Emergency calls can fail during outages. Customers must maintain location information and resilience.

3. Number porting

Number porting depends on carriers and accurate records. Existing services must not be cancelled before confirmed completion.

4. Call recording and customer responsibilities

Call recording legality, notices, access and retention are the Customer's responsibility unless expressly managed by us.

Schedule 4. Broadband and Connectivity

1. Scope

Covers FTTP, SOGEA and Ethernet/leased lines, not mobile.

2. Minimum term and service levels

The minimum term, notice, carrier service level and charges are those in the Order.

3. Availability and installation

Supply depends on surveys, network availability, permissions, wayleaves and possible excess construction charges. Speeds and dates are estimates unless expressly guaranteed.

4. Dependencies and resilience

Customers must disclose dependent voice, alarm, payment and monitoring services and should order resilience where outage would materially disrupt business.

Schedule 5. Non-Domestic Energy Brokerage

1. Brokerage scope and market search

Ikon ICT provides business energy brokerage services through Fidelity Energy and is not the energy supplier. The suppliers and products considered are those available through that arrangement. Ikon ICT does not guarantee that every supplier or product available in the wider market will be included.

2. Letter of Authority

A Letter of Authority permits information gathering, consumption-data access, supplier discussions and quotations. It does not permit Ikon ICT to commit the Customer unless separate, explicit authority is given.

3. Quotation status and savings

Quotations are time-limited and subject to supplier acceptance, credit, meter status and market movement. No saving is guaranteed.

4. Commission disclosure

Ikon ICT is remunerated through supplier commission incorporated into the energy arrangement. The commission amount or calculation method and applicable p/kWh uplift must be disclosed in writing before commitment as required.

5. Energy supply contract

The supply contract is between Customer and supplier. Supplier principal terms, duration, charges, renewals and termination must be reviewed before acceptance.

6. Renewal authority

Ikon ICT will not renew or enter another contract without explicit authority.

7. Complaints and redress

Complaints begin at complaints@ikon-ict.com. Fidelity Energy is listed as an active Energy Ombudsman broker member. Relevant Fidelity Energy or supplier-partner ADR details will be given for an eligible contract; Ikon ICT will not claim separate scheme membership unless obtained.

Schedule acceptance

An applicable Schedule forms part of the Contract only when referenced in an Order. Priority is: Order, Schedule, data processing addendum, Customer Terms, Acceptable Use Policy.