

What Happens When I Disconnect My Source System Data?

If Ascent360 detects a disconnected data source, Ascent360 will reach out to the client via a Help Desk support ticket.

Disconnecting a data source interrupts the data flow into your Ascent360 marketing platform. Ascent360 will no longer be receiving any new data, which can negatively impact your automated campaigns.

The solution required to catch lapsed data up to Ascent360 will vary based on the source system.

Disconnecting your data does not void your contract/agreement with Ascent360 and you will still be responsible for payments through the term of your agreement.

Please see our Ascent360's [Master Services Agreement \(MSA\)](#) for more information.