

Step 1 - Confirm where you are with your subscription term/commitment

- **Flash360 Core:** In most cases, you will have an initial commitment of **12 months**. If you are within this 12-month period, you can provide cancellation notice but are still responsible for your remaining payments. We suggest you continue to leverage the Ascent360 Platform/CDP to increase your ROI during your subscription period. After the initial 12-month term, clients will roll into a month-to-month subscription. When in a month-to-month term, you can cancel at any time but we do require a 30-day notice.
- **Flash360 Professional and Enterprise:** You should have a **custom contract** with us, and the terms and subscription start and end dates will be outlined in that contract. Reach out to the help desk (support@ascent360.com) if you have questions on your subscription.
- **Flash360 Basic:** Your subscription is month-to-month. If you want to cancel your subscription, you must still provide 30 days' notice.

Master Services Agreement: Our standard terms are viewable here <https://ascent360.com/master-services-agreement/>

Step 2 - How to submit a cancellation request

Have concerns about your price or anything else? Rather than cancel, we'd love to have a conversation with you. Oftentimes we are able to partner with our clients to find an amicable solution. Don't hesitate to let us know if you have a concern or question.

If you want to proceed with a cancellation request, create a ticket within the platform (or email support@ascent360.com if you're outside of the platform). If you are within your initial subscription term, we will acknowledge receipt of your "notice", but your account will not be cancelled until the end of your subscription term. If you are eligible to cancel, we will acknowledge your 30-days notice and will confirm the last date you'll be able to access the platform.

Note: Cancellation requests must be submitted through our help desk. We cannot guarantee receipt of your request if you replied to an older email or a billing email.

Step 3 - Offboarding

Once you've confirmed your official end date with the help desk, proceed to the [Offboarding Checklist](#).