

Code of Practice for Complaints

1. Introduction

Telnet is a premier provider of communication services, supplying integrated telecommunications and Internet solutions for companies across the UK. Telnet customers enjoy fast, flexible and future-proofed services ensuring significant competitive advantage.

2. The purpose of this code of practice

This guide has been developed to help you to understand the relationship you have as a customer of Telnet. It will enable you to:

- Access details of our services and products;
- Understand what you can expect from Telnet after you have made a purchase or registered for a service; and
- Find out how to contact us

This code of practice has been approved by Ofcom (Office of Communications).

3. How to contact Telnet

Telnet International Ltd
Golf House
Horsham Road
Pease Pottage
West Sussex RH11 9SG
www.telnet-international.com

Customer Services

Telephone: 0800 652 1800
Email: support@telnet-international.com

Our Customer Services department is open Monday to Friday from 9.00am to 5.30pm with all calls charged at the freephone rate. Closed Bank Holidays.

Accounts Enquiries or Payments

Telephone: 0870 770 7790

Our accounts department is open Monday to Friday from 9.00am to 5.30pm with all calls charged at National rate. Closed Bank Holidays.

Cancellations

To cancel your account, call us on 0870 770 7790

Complaints

See section 7, page 3.

Compensation/refund policy

All complaints issues are taken upon individual merit. Compensation/refund is calculated at an equivalent rate to the customer's daily line rental charge multiplied by the number of lines disrupted multiplied by the number of days of disruption. For all accepted complaints where arbitration is not required a minimum £25.00 refund is applicable.

Contacting related organisations

Ofcom - Office of Communications (<http://www.ofcom.org.uk/>) - the independent regulator of the communications industry. E-mail: contact@ofcom.org.uk

Internet Watch Foundation (<http://www.iwf.org.uk>) - works to reduce illegal content as far as possible.

ICSTIS (<http://www.icstis.org.uk>) - the Independent Committee for the Supervision of Standards of Telephone Information Services regulates the content and promotion of premium-rate services. Email: secretariat@icstis.org.uk

4. General philosophy

Telnet was founded in 2000 and now supplies leading communications technology to customers across the UK. We are committed to providing sophisticated and resilient solutions to our customers, to ensure success for all. We continually invest in the latest technology to ensure that our network offers the most sophisticated service available in the UK and is totally future-proofed. Telnet is focused on offering professional and personal services to support its customers through every stage of the ordering and post-sales process. Our quality speaks for itself with our ability to provide customer referrals from a wide range of industries. Telnet is still a privately owned company and remains financially secure.

5. Services

a. Telecoms Solutions Range

Call Management Solutions – call routing to the location you want at the time you want, menu systems and call queuing.

Data Capture - National or Premium Rate lines for the collection of contact information for future marketing campaigns or information request services

Voice-to-email and Fax-to-email - automated forwarding solution forwarding voice message to emails or converting faxes to emails

Support and Information Lines - available on National rate or Premium rate lines, enabling you to recover some of the cost of providing customer services via the telephone

For more information on any of the solutions above, please visit <http://www.nktelecom.com>

b. Internet Solution Range

Connectivity - dial-up accounts with 0845, 0870 – Dynamic or Static IP

DSL - Home User/Office and Business User ADSL services and SDSL

Dedicated Bandwidth & Bursting - leased lines or other internet solutions. Dedicated mixed or split bandwidth and optional bursting

Hosting Services - domain registration or transfer / email / web / database / secure server, Email Anti-Virus, Windows advanced web and database (SQL) hosting options

Hardware - modems and routers (Cisco and Netgear) and Firewalls (NetPilot and Netscreen)

For more information on any of the solutions above, please visit <http://www.telnet-international.com>

6. Customer Service

We continually strive to ensure that we provide the best service possible by seeking and listening to feedback from our customers. We are also committed to ensuring that the purchase and implementation process for our products is as quick and easy as possible.

7. Sales

Telnet solutions can be purchased online through the following websites, or via our in-house direct sales team:

<http://cp.telnetbb.net> - broadband, hosting, dial-up and mobile content services

<http://telnet-international.com> - premium rate, non-geographic numbers, fixed line rental, least cost routing

Sales Practice

Telnet's sales are mainly handled reactively – marketing campaigns are in place to drive potential users to our websites or to call our Sales Team. We do operate some telesales activity. However, all marketing and sales activity is to business users only, and we source potential user information from accredited list brokers using opt-in mailing information. We strictly follow the procedures laid down by the Data Protection Acts of 1984 and 1998 to protect all user information. No subscriber information is intentionally used or distributed outside of Telnet International Ltd.

Quality of service

Connection speeds to the World Wide Web vary and are dependent on many factors. Unfortunately, some of these factors are out of our control but we strive to offer customers an excellent quality of service at all times. Here are some points on service reliability:

- All of our services are available 24 hours every day, and are consistently monitored by automated programs and skilled engineers;
- Redundancy and resilience is built into all our products and services prior to their release to our customers;
- All planned maintenance and service upgrades are scheduled for completion outside normal business hours;
- adsl service status can be checked 24 hours a day by logging on to our website with the authorised customer user and account details :- <http://telnet-international.com> or by calling our customer services line on 0800 652 1800;
- We do not offer any service-level guarantees, and under our terms of service we are not liable for indirect or resulting losses.

Pricing

Up-to-date prices for our products and services are always available on the relevant websites or by calling our Sales Team on **0800 652 1800**.

Billing

Broadband access products can be paid by Direct Debit, or monthly by an authorised credit account. We can set up our billing system to take payments automatically every month, for your ease and convenience.

Disconnections and cancellation of services

We reserve the right to suspend or cancel your service within the contracted timescales - for example, if you do not pay your bill. To find out more about the methods we use to disconnect or suspend customers' accounts and the reasons why we do this, please see our Terms & Conditions on the rear of our Telecommunications contract.

Complaints

All complaints must be put in writing and either e-mailed to admin@telnet-international.com or posted to the address on page 1. We will respond to any complaint, in the first instance, acknowledging receipt of the complaint within 2 working days of notice of complaint. At this time we may request additional instruction from the customer with regard to the complaint. Within 14 days of receipt of the complaint, provided we have received any additional instruction requested from the customer we will write to the customer, confirming the nature of the complaint and our suggested resolution. In the event that the resolution is not acceptable to the customer the complaint will be referred to Director level within 7 days of notice of non-acceptance of the resolution, and either (i) a notice of 'deadlock' letter will be issued to the customer or (ii) an amended resolution will be offered to the customer. At this time any unresolved disputes will be provided with a deadlock letter to the complainant.

Dispute resolution

If you have followed our complaints procedure and are not satisfied with the outcome you have received, an unresolved complaint can be referred to Otelo twelve weeks after first making it or if we have issued a deadlock letter to the complainant: -

Postal:	Otelo PO Box 730 Warrington WA4 6WU
Telephone:	0845 050 1614
Email:	enquiries@otelo.org.uk
Web:	www.otelo.org.uk

Privacy

We take your privacy very seriously and we strictly follow the procedures laid down by the Data Protection Acts of 1984 and 1998 to protect all user information. Our Privacy Policy sets out the personal information we collect about you and describes how we may use that information. No customer information will be intentionally used or distributed outside of Telnet International Ltd, and we have a strict policy of not selling customer details to outside marketing agencies without your permission to do so. Our privacy policy also contains details of how you can opt in and out of receiving our marketing information.

8. Communicating with you

We try to make it as easy as possible for you to contact us at any time by telephone, email, fax or post. All contact details are published on our web site. We have to tell you about any changes that affect the Terms & Conditions of our service, giving you 14 days' notice of any changes.

We will also keep you up-to-date with more routine service changes that do not affect our Terms & Conditions of service. We send all our service communications to the email address that you supplied us. We strongly advise, as detailed in our Terms & Conditions, that you regularly check for any important service information from us at your primary email address for your account with us.

Receiving marketing and other information

Apart from communicating with you about matters that affect your service, we will give you the opportunity to receive other information, including our customer e-bulletins and information about special offers. You can opt in and out of these communications at any time by following the instructions in the email you have received.

Potential customers are contacted via letter, email or telephone using lists which have been purchased from accredited list brokers who adhere to the various preference schemes in place.

Access to our code of practice

Customers can access this code of practice from all our websites or by requesting a copy to be posted, faxed or emailed to them.

Data Protection

We strictly follow the procedures laid down by the Data Protection Acts of 1984 and 1998 to protect all user information.

9. Social Responsibility

We want your use of our service to be an enjoyable experience. For the benefit of all users of our services, our Acceptable Use Policy contains guidance on good behaviour and the steps we may take to prevent anyone abusing the service. Telnet works closely with industry bodies to ensure that it adheres to all guidelines in place for the protection of users. Wherever possible, we aim to reduce the impact of our business on the environment, by communicating using paperless methods.

We have also situated our head office in the countryside to provide a pleasant and rewarding environment to our staff.

We value your feedback

This code of practice has been approved by the Office of Communications (Ofcom), the regulator for the UK communications industry. The code will be regularly reviewed in line with Ofcom's requirements. We take pride in ensuring that our customers remain important to us and we value your feedback. If you have any suggestions or questions about this code of practice, please email us at admin@telnet-international.com