



GLEMNET

Telecommunications for Business

Consumer Code of Practice

Introduction to our company and services

Glemnet Ltd is an independent company that delivers communications services to domestic and business customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

The Code informs you about our products, services, and customer care policies. We have prepared it in line with guidance published by Of tel (the regulator, which is now Ofcom) on 15 August 2003.

How to contact us

Please contact our Customer Service Team:

By phone: 0208 639 0230

(From 9am until 5pm Monday-Friday)

By e-mail: info@glemnet.com

By fax: + 44 208 639 0231

By letter: GlemNet Ltd.,

Unit 1, 2 Thayers Farm Road, Beckenham, Kent BR3 4LZ.

Or via an e-mail enquiry to info@glemnet.com

Our commitment to you

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), we choose those providers carefully to ensure that you get a high quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our products and services:

- Landline telephones
- Landline calls, IDA 1xxx
- CPS-Carrier Pre-Selection
- Analogue lines, Single lines, Multi lines
- ISDN-digital telephone lines, ISDN2e, ISDN30e
- Broadband access, ADSL, SDSL
- Internet
- Mobile telephone and data services
- Wide area/local paging services
- Business Telephone systems
- Equipment and maintenance service
- IT Support

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0208 639 0230.

Marketing

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, www.cap.org.uk

Terms and conditions

When you subscribe to a service from Glemnet Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0208 639 0230. We may carry out a credit check as part of our assessment procedures.

If applicable, the minimum contract term for our services is 12months. We aim to provide services within three working days of your original request, subject to the availability and installation of any equipment and, where appropriate lines to your premises. If we need to carry out a survey of your premises or lay additional cabling we will advise you of the revised timescales as soon as we can.

Page 1 of 3

Glemnet Ltd, Unit 1, 2 Thayers Farm Road, Beckenham, Kent BR3 4LZ

T: +44 (0) 208 639 0230 F: +44 (0) 208 639 0231 Email: info@glemnet.com www.glemnet.com

Glemnet Ltd Code of Practice © The Federation of Communication Services Limited 2004



GLEMNET

Telecommunications for Business

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 5 days after your order is placed. After 5 days we will charge you an administration fee of £50.00. Should you wish to terminate your contract within the minimum term of 12 months we will charge you 20% of the outstanding term. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 020 8639 0230 giving us 1 months notice.

Faults and repairs

Please call our Fault Service Team on 0208 639 0239 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 days.

Compensation and refund policy

If the contract is terminated by either party then Glemnet Ltd shall repay or credit your account with the appropriate proportion of any rental paid in advance, to Glemnet Ltd.

Price lists

Our pricing structure is available from our Customer Service Team on 0208 639 0230. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly with a copy of your invoice emailed in a PDF format and a hard copy posted to your billing address.

You can choose to pay us via a range of options including cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills as part of our service to you; PDF and CSV files are emailed along with your invoice free of charge and upon request and for a fee of £2 per month we can post the itemised bill to you.

If you have difficulty paying your bill, please contact us on 0208 639 0236 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

If you are moving home or office

Please call our Customer Service Team on 0208 639 0230 no later than 30 days before your move date. We will amend your account and billing requirements as necessary.

Number porting (if applicable)

Glemnet Ltd recognises that keeping your existing telephone numbers may be important to you. If you move we will endeavour to offer you the same telephone number to minimise disruption. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0208 639 0230.

Complaints

We take customer complaints very seriously and we aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team on 0208 639 0230. We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times.

If we cannot settle a complaint to your satisfaction, you may ask for help from the Office of the Telecommunications Ombudsman, Otelo or Ofcom. For more information, please ask us for a copy of our Code of Practice for Complaint Handling



GLEMNET

Telecommunications for Business

Statement of social responsibility

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 0208 639 0230 to report the incident, and for information on how to deal with this situation.

We encourage parents to register the mobile phone of their children, and take responsibility for all customer care enquiries.

We are aware that mobile phones can provide access to premium services, including adult content through independent companies' text services. Our Customer Service Team can restrict the access to premium rate services. Please call them on 0208 639 0230 for advice on this service alternatively contact your telephone system maintainer for call barring facilities.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services for customer who are older or who may have a disability, including:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print
- Copies of this Code are available in larger print and other formats on request

Data protection

We are registered with the Data Protection Agency to hold information necessary to supply services to our customers.

Useful addresses

Otelo,
PO Box 730,
Warrington,
WA4 6WU

Tel: 0845 050 1614

Ofcom,
Riverside House,
2a Southwark Bridge Road,
London SE1 9HA.

Tel: 020 7981 3000/
0845 456 3000

**Federation of
Communication Services
(FCS),**

Burnhill Business Centre,
Provident House,
Burrell Row,
Beckenham, Kent BR3 1AT.

Tel: 020 8249 6363

www.fcs.org.uk



This code has been licensed by The Federation of Communication Services Limited 2004

Licence number 001409

Published April 2004. Correct at the time of printing. © The Federation of Communication Services Limited 2004