



NET PRIMATES LTD CODES OF PRACTICE

Net Primates Ltd Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

Introduction to our company and services

Net Primates Ltd is an independent Data & Telecommunications company that delivers communications services to both domestic and business customers both nationally and internationally. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

This code informs you about our products, services, and customer-care policies. Our code of practice on complaint handling and dispute resolution has been approved by Ofcom, the independent regulator for the UK communications industries for the purposes of section 52 of the Communications Act 2003. This Code of Practice is published on our website at www.netprimates.com Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large format.

How to contact us

Please contact our Customer Service Team:

This number will support all queries for both Business and Residential customers.

By phone: 02381 800800 (From 9am until 5pm Monday to Friday).

By email: customer.services@netprimates.com

By fax: 02381 800801

By letter: Net Primates Ltd
53 Rumbridge Street
Totton
Southampton
Hampshire
SO40 9DR

Via our website: <http://www.netprimates.com>

Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, 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
- WLR – Wholesale Line Rental
- Broadband access
- VoIP & IP telephony services
- Centrex VoIP Services – Voice Exchange
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 02381 800800

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 02381 800800 or see our website www.netprimates.com



Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website www.cap.org.uk

Terms and conditions

When you subscribe to a service from Net Primates 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 02381 800800. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is 12 months. We aim to provide services within stated lead times, 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 inform you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days after your order is placed. This applies to the telephony service only, as all connectivity orders will be subject to a one month service fee, including the original set up fee, immediately on order.

After ten working days, if you do decide to cancel, we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months, we will require confirmation in writing to Netprimates Ltd 53 Rumbridge Street, Totton, Southampton, SO40 9DR and one month notice period will apply. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 02381 800800, giving us one months' notice.

Faults and repairs

Please call our Fault Service Team on 02381 800800 if you experience a fault with any of our services. We aim to have this investigated and repaired within 24 hours.

Compensation and refund policy

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 10 working days. Any refunds that are due will be credited to next months' invoice.

Price lists

Our pricing structure is available from our Customer Service Team on 02381 800800 or via our website <http://www.netprimates.com>. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly for all Fixed, VoIP and Centrex based services via Direct Debit. All other products and services are billed as detailed in your service contract.

We accept payment via Standing Order, Cheque and Credit Card (a surcharge may apply) If you wish to change your method of payment at any time, please call our Customer Service Team 02381 800800

If you have difficulty paying your bill, please contact us on 02381 800800 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 02381 800800 no later than 15 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting

Net Primates Ltd recognises that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. 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 02381 800800 who can explain the number porting procedure and associated administration charges.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in The Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 02381 800800

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and 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 012381 800800 customer.service@netprimates.com. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing Net Primates Ltd 53 Rumbridge Street, Totton Southampton, SO40 9DR

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director at the above address. If we cannot resolve the problem, we will write to you to say so.

If your complaint has been outstanding for more than 3 months or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from the Communication and Internet Services Adjudication Scheme CISAS: 24 Angel Gate, City Road, London EC1V 2PT Tel: 0845 1308 170 e-mail: info@cisas.org.uk Website: www.cisas.org.uk

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Nuisance calls

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 02381 800800 to report the incident and for information on how to deal with it.

Services for people with special needs

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

- Priority access to the Customer Service Team 02381 800800
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print, on computer disc (or in Braille) for customers who have difficulty reading their bill

Copies of this Code are available in larger print and other formats on request

Data protection

We comply fully with our obligations under the Data Protection Act 1998. We are registered with the Information Commissioner's Office (ICO) (registration number: Z1125574)

Useful addresses

CISAS 24 Angel Gate,
City Road,
London
EC1V 2PT
Tel: 0845 1308 170 or 0207 520 3827
E-mail: info@phonepayplus.org.uk
Website: www.phonepayplus.org.uk

Ofcom Riverside House,
2a Southwark Bridge Road,
London
SE1 9HA
Tel: 020 7981 3040 or 0300 123 3333
E-mail: contact@ofcom.org.uk
Website: www.ofcom.org.uk

PhonepayPlus (formerly Icstis) Clove Building,
4 Maguire Street,
London,
SE1 2NQ
Tel: 0800 500212 or 020 7940 7474
Website: www.phonepayplus.org.uk

Federation of Communication Services (FCS) –
Burnhill Business Centre,
Provident House,
Burrell Row,
Beckenham,
Kent. BR3 1AT
Tel: 020 8249 6363
E-mail: fcs@fcs.org.uk
Website: www.fcs.org.uk

Telephone Preference Service (TPS)
DMA House, 70 Margaret Street,
London W1W 8SS
Tel: 0845 070 0707
Website: www.tpsonline.org.uk

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