

Connexus Networks Code of Practice

1. Introduction to Connexus Networks

Connexus Networks is an ethical and experienced telecommunications company focused on providing voice and data networking solutions. We deploy solutions by partnering with leading carriers and manufacturers. This is back up by our in house provisioning and service team to provide a single point of contact for all our customers needs. This code of practice gives you, the consumer, a clear statement of how we conduct our business and to describe the relationship between you and us in all matters concerning your purchase of products and services from us. This Code of Practice can be obtained by accessing our website, or contacting us by email, or telephone via our general enquiries details listed below.

2. Our Commitment

Our Commitment to you is that we provide excellent customer service. We are committed to bringing our customers innovative and reliable solutions. We will continually strive towards enhancing the customer experience, and by building a sustained, significant lead in customer satisfaction over our competitors, and addressing root causes of dissatisfaction, we will develop and deepen profitable customer relationships. Putting the customer first in everything we do and never losing sight of our core values being:

Honest, Reliable, Customer Focused and committed to delivering on our promises.

3. How to Contact Us

General Enquiries and Sales:

Telephone	0845 270 3939 opt 1
Fax	0845 270 3940
E Mail	enquiries@connexusnetworks.co.uk
Web	www.connexusnetworks.co.uk

Faults & Repairs 0845 270 3939 opt 2

Customer Service:

Telephone	0845 270 3939 opt 1
E Mail	customerservices@connexusnetworks.co.uk

Correspondence:

Head of Customer Services
Connexus Networks Ltd
Swan House
Bonds Mill
Stonehouse.
Glos.
GL10 3RP.

4. Products and Services

Connexus Networks provides a range of business communication services including BT Wholesale Line Rental.

- BT Wholesale Line Rental (Analogue, Isdn2 and Isdn 30)
- Telephony Systems
- Broadband
- MPLS Data Networks
- Carrier Pre Select Calls
- Mobiles
- Maintenance Telephone Systems
- Non Geographic Telephone Numbers
- Hosted IP Solutions

Detailed information about our products and services can be obtained on our website: www.connexusnetworks.co.uk

The telecommunication services mentioned in this document is subject to availability and may be modified from time to time.

5. Customer Service

Customer Service is the most important part of our business and we explain in detail all that we do to achieve excellence in this area.

Hours of Business are Mon- Fri 08.30 to 17.00 hr (excluding Bank Holidays)

5a Account Management

Connexus Networks is dedicated to providing Account Management for all its business customers. Any sales or queries in the first instance should be directed to their Account Manager who will endeavor to respond to all queries within 4 working hours. Alternatively you can call on 0845 270 3939 opt 1.

5b Standard Terms

We normally conduct business on our standard terms and conditions which can be obtained from our website : www.connexusnetworks.co.uk

5c Price Tariffs

We will be pleased to provide you with prices on our products and services which can be requested via your account manager or calling 0845 270 3939 opt 1.

5d Billing

We provide monthly billing. Your first bill will be issued approximately one month from the time that your Connexus Networks service begins and then the same time of the month in subsequent months.

Payment is usually by Direct Debit, but if you wish to make alternative payment methods then please contact us on 0845 270 3939 opt 1.

E billing is provided free of charge, providing you a fast and efficient way to access your Connexus Networks account.

Any billing queries can be sent via email to accounts@ConnexusNetworks.co.uk

5e Disconnection Policy

Should you have any difficulty paying the bill then please call billing in the first instance to arrange a suitable alternative method to make payment.

Please do not cancel your direct debit payment as this will be needed for future payments. Where a direct debit is unpaid due to insufficient or cancellation of the direct debit instruction then a £10.00 administration charge will be applied.

Disconnection will apply as per our terms and conditions detailed in section 13 and 19

6. Complaints Procedure

We at Connexus Networks takes complaints very seriously, therefore if you are unhappy about any of the services that Connexus Networks provide then please contact the Head of Customer Services in the first instance on 0845 270 3939 opt 1.

Or

Email customerservices@connexusnetworks.co.uk

Or

Write to us Head Of Customer Services
 Connexus Networks
 Swan House
 Bonds Mill
 Stonehouse
 GL10 3RF

Detailing the following:

Business Name and account number.

Name, contact telephone number, e mail address and postal address.

Detailed nature of the complaint.

Once received, Connexus Networks will acknowledge receipt of the complaint within 24 hours

Whatever your complaint, we will give you our initial response to it no longer than 5 working days from when you notified us. If you are not happy about the way in which your complaint has been handled, you can send a letter to our Managing Director, who will look at it directly, at the address above.

If your complaint is not resolved within twelve weeks or we have sent you written confirmation that the dispute has reached a deadlock situation, you may refer the complaint to Otelo who operate an Alternate Dispute Resolution (ADR) scheme on behalf of us as an Otelo member. Please refer to the contact section above for details. Otelo is an independent Ofcom-approved ADR scheme.

Office of Telecommunication Ombudsman (Otelo)
PO Box 730,
Warrington,
WA4 6WU.

Telephone 0845 050 1614
E Mail enquiries@otelo.org.uk
Web www.otelo.org.uk

Connexus Networks are a member of Otelo

7. Data Protection

Connexus Networks complies with the Data Protection act 1998 and is registered with the Information Commissioners Office.

Please also see our privacy policy on our website
www.connexusnetworks.co.uk

If you want to write to our Data Protection Officer then please send to:

Data Protection Officer
Connexus Networks
Swan House
Bonds Mill
Stonehouse
GL10 3RF.

8. Service for Older and disabled Customers

Connexus Networks provides access free of charge to BT's '195 Directory Service for Blind or Disabled Customers'. Calls are connected onwards as required. BT's Text Direct Service is also available to all customers with speech and hearing difficulties and once again is free of charge. This service has short access codes to the Emergency Services, Operator Assistance and provides call progress announcements.

Connexus Networks will look at each individual request on a case by case basis and all customers in the first instance should contact their account manager.

9. Customers rights and obligations

9a Number Portability

We may be able to port your number to and from other operators subject to technical availability. There may charge you for porting a number

9b Cancellation of Service

You are able to terminate any of our services by giving one (1) month's notice in writing. Please note, however, that our services are subject to a minimum contract period as specified in your contract.

Write to us Head Of Customer Services
 Connexus Networks
 Swan House
 Bonds Mill
 Stonehouse
 GL10 3RF

9c Moving Home or Office

In the first instance please contact your Account Manager if you are moving home or office please call our customer services team on 0845 270 3939 at least 14 days before you move so that we can make the appropriate arrangements. If there are special circumstances regarding the move we will advise you of the revised timescales. It is important to let us know when you are moving to ensure that you are not charged for calls made from your old address once you have moved. You will remain responsible for any calls made.

9d Nuisance Calls

In the event of malicious calls please contact our customer service team (section 3a), who will assist and help in resolving the issue.

10. Compensation and Refund Policy

Connexus Networks will review each case dependant on the type of service contracted and subject to Connexus Networks standard terms and conditions.

11. Communication with Customers

11a Customer Contact

It is our policy to keep in regular contact with our customers to ensure that they are aware of the latest technologies. We aim to either do this through face to face visit by an Account Manager, direct mail, telephone account management or email. You have the option to opt out of this by emailing customerservices@ConnexusNetworks.co.uk

11b Premium Rate Services

The Independent Committee for the Supervision of Standards of Telephone Information Services (Phone Pay Plus) regulates all Premium Rate Services (PRS).

All calls to Premium Rate Service numbers are charged at a higher rate than normal local, regional and national calls. If your complaint involves a dispute over charges for these calls, please contact our Customer Service Department (please see contact details above under Section 2).

If we believe the call charges to be correct it may still be possible to further investigate the Service Provider responsible for the PRS service involved via Phone Pay Plus. Request for compensation for calls made to recorded information PRS numbers can be made to PhonePay Plus:

PhonePay Plus

4th Floor
Clove Building
4 Maguire Street
London SE1 2NQ
Phone: 020 7940 7474
Fax: 020 7940 7456
Website: www.phonepayplus.org.uk

11c How to obtain Code of Practice

The Code of Practice can be downloaded from our website www.connexusnetworks.co.uk. It can also be made available in Braille, Large Print and audio upon emailing enquiries@connexusnetworks.co.uk or calling customer services as detailed in section 3a.

12. Other Organisations

Office of Telecommunication Ombudsman (Otelo)
PO Box 730,
Warrington,
WA4 6WU.

Telephone 0845 050 1614 or 01925 430049
E Mail enquiries@otelo.org.uk
Web www.otelo.org.uk

Connexus Networks are a member of Otelo

Office of Communications (Ofcom) Contact Centre
Riverside House
2a Southwark bridge road.
London.
SE1 9HA.

Telephone 0845 456 3000
Fax 0845 456 3333
E Mail contact@ofcom.org.uk

Web www.ofcom.org.uk

Ofcom is the main regulator for the UK communications industry.

Approval and Review

This Code of Practice is approved by Ofcom for the purposes of section 52 of the communications act 2003 and will be reviewed and updated by Connexus Networks as and when required.

Please note that nothing in this code of practice detracts from your statutory or common law rights, nor does anything it contains form any part of contract between Connexus Networks and a customer.