

WarwickNet Code of Practice

For the provision of Internet services

As a provider of Internet services we are required by Ofcom to develop and publish this Code of Practice setting out the services we provide to you and the company procedures which underpin them.

This Code contains information about:

1. Who we are and the services we provide;
2. How to contact us;
3. How we communicate with you;
4. Privacy and confidentiality of information;
5. Customer service and complaints;

A copy of this Code can be found on our website at:

<http://www.warwicknet.com/terms/>

Alternatively a large print version or hard copy can be obtained by contact our administration team via email at info@warwicknet.com or telephone on +44 (0)24 7699 7222.

This Code has been approved by Ofcom, the UK Communications Regulator for the purposes of section 52 of the Communications Act 2003. Ofcom can be contacted via its website at <http://www.ofcom.org.uk/>.

This Code of Practice should be read in conjunction with our Terms and Conditions, copies of which will be provided to you when purchasing and/or accessing any of our services.

1. Who we are and the services we provide

WarwickNet Limited is an Internet Service Provider providing connectivity (including leased line, point-to-point and ADSL); managed services (including VoIP, domain, email and hosting services) and network solutions consultancy to small, medium and large businesses. We do not supply services to residential customers.

The specific details of our services vary from time-to-time with customer requirements and demand. For the most up-to-date service details either contact us directly (see below) or refer to our web site at <http://www.warwicknet.com/>.

2. How to access our services

When ordering services you will be asked to complete an order form which includes a copy of our terms and conditions relevant to the service(s) ordered. Pricing information is available on request from our administration team via email at info@warwicknet.com or telephone on +44 (0)24 7699 7222 and will also be provided on your order form.

We will normally ask you to contract connectivity and non-bespoke managed services (including email and hosting services) for a minimum period of between one year and three years payable annually in advance. Contracts will automatically renew unless we are advised otherwise on a rolling basis with a notice/cancellation period of not less than three months.

Domains will be registered in two yearly blocks in line with Nominet procedures and will be renewed automatically unless we are advised otherwise in writing at least three months prior to your renewal date.

Bespoke and managed services will have differing contractual obligations, please contact our administration team via email at info@warwicknet.com or telephone on +44 (0)24 7699 7222 for more information regarding differing terms, more detailed service information or to place an order.

3. How to cancel our services

If you wish to cancel services you have contracted from us you can do so by writing to your account manager our accounts team at The Venture Centre, Sir William Lyons Road, University of Warwick Science Park, Coventry CV4 7EZ.

If you cancel a service before the end of your contract term you will be liable to pay the balance of service fees due to the end of the contract. If any other termination charges apply to the service they included in the terms and conditions for the service(s) on your order form.

4. How to contact us

All correspondence should be sent to our registered and main office at The Venture Centre, Sir William Lyons Road, University of Warwick Science Park, Coventry CV4 7EZ.

In addition you can contact us by telephone on +44 (0)24 7699 7222, email at info@warwicknet.com or through our website at <http://www.warwicknet.com/>.

5. How we communicate with you

We will always try and use the most appropriate method if we need to contact you. This may be via email, post or telephone and we will always be clear about who is contacting you and why.

6. Privacy and confidentiality of information

At WarwickNet we take your privacy and the protection of your personal data seriously. We will only store, process and disclose your personal data in accordance with the law. You can look at our notification record at the Information Commissioner's Office web site at <http://www.ico.gov.uk/>

If you email us or contact us via any of the forms on our website, we will store your information to assist with future correspondence, but we will not (unless we are required to do so by law) give anyone else access to the information you have provided. If you wish us to delete or amend any information, please contact us by email at data.protection@warwicknet.com, or by telephone on +44 (0)24 7699 7222.

If you provide us with details of a third party, or if you use someone else's email address to contact us you must inform us, otherwise we will assume that we are receiving the correspondence directly from you.

7. Customer service and complaints

We want to ensure that your experience of being a WarwickNet customer is as good as it can be. However we recognise that from time to time issues can arise and we undertake to resolve any such issues as quickly and efficiently as possible.

In order that we can do this we have a procedure which ensures all complaints are dealt with fairly and thoroughly:

1. If you are unhappy with any of our products or an aspect of our service you should contact your Account Manager in the first instance.

This can be by telephone, email or post. A telephone conversation will give us the opportunity to resolve things straight away; alternatively you can request a written response.

We will respond to written complaints (email or post) within 10 working days of receipt although we may need to contact you within this time to request further information from you. If we need more than 10 working days in order to fully investigate your complaint we will advise you within 10 working days of the likely response time.

You should post your letter to WarwickNet Limited, The Venture Centre, Sir William Lyons Road, University of Warwick Science Park, Coventry CV4 7EZ, or email complaints@warwicknet.com.

2. Following our investigation and response if you are not satisfied you may escalate your complaint by writing to Ben King (Managing Director) at the above address.

Mr King will review your complaint and our reply and write to you no later than 10 working days after receipt.

WarwickNet Limited is a member of Otelo, an independent alternative dispute resolution scheme. If within eight weeks of you raising a complaint with us it has not been resolved to your satisfaction, or we have issued you with a 'deadlock' letter you may refer the matter to Otelo. Their contact details are:

Otelo
P O Box 730
Warrington
WA4 6WU

Telephone: 0845 050 1614
01925 430 049

Please note that Otelo will only be able to help if you have given us the opportunity to resolve any issues. You can find out more about Otelo at <http://www.otelo.org.uk/>.

8. Compensation and refunds

We believe in the services we provide and so many of them are backed by service level agreements (SLA). Where these are in place you will be entitled to service credits in the unlikely event of the service falling short of the service level we have promised.

Details of our SLAs and the provision for compensation through service credits, where appropriate, is included in the terms and conditions for the service(s) on your order form.