

## Code of Practice Regarding Complaint Handling and Dispute Resolution

Network Strategy Ltd is a provider of communication services, supplying Internet and telecommunication solutions for business customers across the UK.

### 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 Network Strategy Ltd. It will enable you to:

- Access summary details of our services
- Understand what you can expect from Network Strategy Ltd after you have made a purchase or registered for a service
- Contact details for alternative complaint bodies
- Find out how to contact us

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

### How to contact Network Strategy Ltd

Customer Services	
Phone	03450950023
Website	<a href="http://www.networkstrategy.co.uk">www.networkstrategy.co.uk</a>
Email	<a href="mailto:customerservices@networkstrategy.co.uk">customerservices@networkstrategy.co.uk</a>

Our Customer Services department is open Monday to Friday from 9am to 9pm. We are open on Saturday from 8am to 1pm. Calls are charged at local rate.

Accounts Department	
Phone	02075661185
Website	<a href="http://www.networkstrategy.co.uk">www.networkstrategy.co.uk</a>
Email	<a href="mailto:accounts@networkstrategy.co.uk">accounts@networkstrategy.co.uk</a>

Our Accounts department is open Monday to Friday from 9am to 5:30pm. We are closed on weekends and bank holidays. Calls are charged at local rate.

## Account Cancellations

To cancel your account please either call or email quoting your account username. We will require all cancellation requests to be submitted as a written request in the form of an email or if you cannot access the Internet send the same details in a letter to our main office address shown.

Phone: 02075661185

Email: [accounts@networkstrategy.co.uk](mailto:accounts@networkstrategy.co.uk)

Network Strategy Ltd  
Kemp House 152-160 City Road  
London  
EC1V 2NX

Most of Network Strategy Ltd services has a minimum contract period but for those that do, we would be happy to discuss your requirements. A summary of our service contract periods are:

- ADSL Lite: 12 Months
- ADSL 2 Plus: 12 Months
- ADSL 2 Premium: 12 Months
- Business Lite Line Rental: 12 Months
- Business Regular Line Rental: 12 Months
- Business Ultimate Line Rental: 12 Months

Some services take a little time to cancel, as they require us to work with special industry processes (such as ADSL). When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. During this period, you remain liable for the costs of any services we provide.

## 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.

## Complaints

If you would like to register a complaint, here are a number of different ways you can contact us:

By Email: You can e-mail us your complaint via [customerservices@networkstrategy.co.uk](mailto:customerservices@networkstrategy.co.uk)

By Phone: You can contact the Customer services team directly on 03450 950 023 from 9am to 9pm Monday to Friday. We are open on Saturday from 8am to 1pm.

By Letter: If you prefer to put the complaint in writing, you can send it to the following address:

Network Strategy Ltd  
Kemp House 152-160 City Road  
London  
EC1V 2NX

## **What happens once we receive your complaint?**

We will acknowledge all complaints received by letter, fax or e-mail within 24 working hours of receiving your complaint.

## **Dispute resolution**

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Otelo, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Otelo  
PO Box 730  
Warrington  
WA4 6WU

Phone: 0845 050 1614 or 01925 430 049  
Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)  
Website: [www.otelo.org.uk](http://www.otelo.org.uk)

## **Order processing**

All services can be ordered simply by calling our Sales team on 03300101485. The time it takes to setup can vary depending on the service purchased. We will aim to confirm all new orders by email within 4 hours during normal office hours (Monday – Friday 9am to 5:30pm, excluding bank holidays).

## **Pricing**

Up-to-date prices for our products and services are always available on our website [www.networkstrategy.co.uk](http://www.networkstrategy.co.uk) or by calling our Sales team on 03300101485.

## **Billing**

We currently accept the following payment methods:

- Credit / Debit Card (Preferred)
- BACS
- Cheque

## **Fault Repair**

Faults can be reported around the clock via email at [support@networkstrategy.co.uk](mailto:support@networkstrategy.co.uk). To report a fault to one of our representatives please call 08709101450 during office hours. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 9am to 5:30pm, excluding bank holidays). Faults can occur on our Network, or another operator's network, as well as your own equipment.

If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault. Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair.

We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you.

## **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 Network Strategy 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.

## **Access to our Code of Practice**

Customers can access this code of practice from our website ([www.networkstrategy.co.uk](http://www.networkstrategy.co.uk)) or by requesting a copy to be posted 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.

## **General philosophy**

Network Strategy Ltd is a private limited company offering advanced Internet communications for business users whatever their needs.

Our product range in very broad terms consists of:

- Broadband (ADSL Lite, ADSL 2 Plus, ADSL Premium and leased line Internet connectivity)
- Telecoms (Line rental and phone calls)

Customers of Network Strategy Ltd can take advantage of our world class technical support with emails answered in minutes and telephone calls answered in seconds.

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

The code will be regularly reviewed in line with Ofcom's requirements. We value all feedback from our services to this code of practice. Please email your comments to [customerservices@networkstrategy.co.uk](mailto:customerservices@networkstrategy.co.uk).

### **Contacting related organisations**

*Office of Communications (Ofcom)*

Ofcom Contact Centre

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

Tel: 020 7981 3040

Fax: 020 7981 3334

Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

*Office of the Telecommunications Ombudsman (OTELO)*

Wilderspool Park

Greenall's Avenue

Warrington

WA4 6HL

Tel: 0845 050 1614

Fax: 01925 430059

Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

Website: [www.otelo.org.uk](http://www.otelo.org.uk)