

# HighNet Consumer Code of Practice

---

## Introduction to our company and services

HighNet 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 Oftel (the regulator, which is now Ofcom) on 15 August 2003.

## How to contact us

Please contact our Customer Service Team

By phone: 0345 450 4502 (From 9am until 5.30pm Monday-Friday).

By e-mail: [info@HighNet.com](mailto:info@HighNet.com)

By fax: 0345 450 4503

By letter: HighNet, Cradlehall Business Park, Inverness, IV2 5GH

Or via our website [www.HighNet.com](http://www.HighNet.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 calls
- CPS-Carrier Pre-Selection
- ISDN-digital telephone line
- Broadband access
- Internet
- Mobile telephone and data services

**For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0345 450 4502.**

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 0345 450 4502 or see our website [www.HighNet.com](http://www.HighNet.com).

## 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](http://www.cap.org.uk).

## Terms and conditions

When you subscribe to a service from HighNet, we will send you our Standard Terms and Conditions and ask you to sign a contract. If you have any questions, please phone our Customer Service Team on 08707741208. We may carry out a credit check as part of our assessment procedures. If applicable, the minimum contract term for our services is 12 months. We aim to provide services within fourteen 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.



Voice, data and mobile connectivity 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 7 days after your order is placed. After 7 days we will charge you an administration fee of £50. Should you wish to terminate your contract within the minimum term of 12 months we will charge you the outstanding period balance in full. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0345 450 4502 giving us 1 months notice.

## **Faults and repairs**

Please call our Fault Service Team on 0345 450 4502 if you experience a fault with any of our services. We aim to have this investigated and repaired within 5 days.

## **Compensation and refund policy**

Our policy is to review every case on it's merits and ensure that a satisfactory solution for all parties is arrived at. If we cannot agree you may seek help from (OTELO) an alternative dispute resolution service) or Ofcom .

## **Price lists**

Our pricing structure is available from our Customer Service Team on 0345 450 4502 and on our website. We will write to you in advance if we change the pricing structure on your products and services.

## **Billing**

We will bill you monthly. You can choose to pay us via a range of options including credit card, 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 upon request. If you have difficulty paying your bill, please contact us on 0345 450 4502 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 0345 450 4502 no later than 14 days before your move date. We will amend your account and billing requirements as necessary.

## **Number porting (if applicable)**

HighNet recognise 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 0345 450 4502.

## **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 0345 450 4502. 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 OTELO dispute resolution service or Ofcom. For more information, please ask us for a copy of our Code of Practice for Complaint Handling.

## **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 0345 450 4502 to report the incident, and for information on how to deal with this situation.



Voice, data and mobile connectivity for business.

We encourage parents to register the mobile phone of their children, and take responsibility for all customer care enquiries. We are aware that telephones 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 0345 450 4502 for advice on this service.

### **Useful addresses**

Approved Alternative Dispute Resolution Provider: OTELO

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](http://www.fcs.org.uk)

**This code has been licensed by The Federation of Communication Services Limited 2004  
Licence number 001654**



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



Voice, data and mobile connectivity for business.