

## HIGHLAND NETWORK LTD T/A HighNet CODE OF PRACTICE Part 1 - Code of Practice for Small Business Customers

### Introduction to our Company and Services

HighNet is an independent company that delivers communications services to small business customers. While we may not provide all the component parts of our services ourselves, we do take 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

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website, [www.highnet.com](http://www.highnet.com). Additional copies are available on request and free of charge to any small business customer. It is also available in large print.

### How to Contact Us

Please contact our Customer Service Team using one of the following:

**By Phone:** 0345 450 4502, option 5

Opening Hours: Monday-Friday, 09:00-17:30

**By Email:** [info@highnet.com](mailto:info@highnet.com)

**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 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

- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – Digital Telephone Lines
- Landline Calls
- Business Broadband (HighNet's Absolute Network)
- Ethernet & EFM (HighNet's Absolute Network)
- Data Networks
- Co-location
- VoIP & IP Telephony Services (Horizon/ Aurora/ SIP)
- Non-geographic Numbers (MyInbound)
- Intelligent Call Routing (MyInbound)
- Fax to Email
- Business Mobile Services (Three, Vodafone and O2)
- Mobile Data Services (EtherNow)

For more details on any of our products and services, or to place an order immediately, please contact our Internal Account Management Team on 0345 450 4502, option 4.

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Internal Account Management Team on 0345 450 4502, option 4.

### 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](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 applicable. If you have any questions, please phone our Internal Account Management Team on 0345 450 4502, option 4. We may carry out a credit check as part of our assessment procedures.

Unless otherwise stated on the contract, the minimum contract term for our services will be 12 months. We aim to provide services within 10 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 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 of your order being placed. For cancellations after ten working days we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term originally agreed, please call our Customer Service Team on 0345 450 4502, option 5. The team will respond by email, confirming the early termination fees and asking for your permission to proceed. After the minimum term you can cancel any service by giving 30 days' notice, in writing, to our Customer Services Team on [info@highnet.com](mailto:info@highnet.com).

### **Faults and Repairs**

Please call our Support Team on 0345 450 4502, option 1 if you experience a fault with any of our services. We aim to have this investigated and repaired within two days.

### **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 five working days. Any refunds that are due will be credited to the next month's invoice.

### **Price Lists**

Our pricing structure is available from our Customer Service Team on 0345 450 4502, option 5 and via our website [www.highnet.com/documents/ Price\\_List.pdf](http://www.highnet.com/documents/Price_List.pdf). We will write to you in advance if we change the pricing structure on your products and services.

### **Billing**

You will receive an itemised bill on the first of the month, with payment due on the 15<sup>th</sup>.

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.

If you have difficulty paying your bill, please contact us on 0345 450 4502, option 5 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. In any event, you will be given 48 hours' notice of any decision to disconnect your services.

### **Moving Home or Office**

Please call our Internal Account Management Team on 0345 450 4502, option 4 no later than 30 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**

HighNet recognise 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, please let us know. 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 Internal Account Management Team on 0345 450 4502, option 5.

### **Directory Entries**

You are entitled to a Directory Entry 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 0345 450 4502, option 5.

### **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.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our [Complaints Code here](#). Alternatively, copies are available free of charge and on request from our Customer Service Team on 0345 450 4502, option 5.

### **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:

- Priority access to our Customer Service Team
- Priority fault repair and assistance
- Access to a text relay service
- Mobile SMS access to emergency organisations
- Bills and contracts in accessible format (large print)
- Additional help and support if you have difficulty paying your bill
- Free access to a Directory Enquiry service

Copies of this Code are available in larger print on request.

### **Data Protection**

We comply fully with our obligations under the Data Protection Act 1998.

## Part 2 - Code of Practice for Premium Rate Service and Number Translation Service Calls

### Purpose of this Code of Practice

This code informs you, our small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

### Premium Rate Services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by “09” or “118”. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3.60 per minute, or £6 per call or per text (including VAT) for 08 and 09 prefixes. Calls to 118 services can cost up to £15.98 per call plus a £7.99 per minute charge (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to “09” numbers. Please call our Customer Service Team on 0345 450 4502, option 5 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at [www.psaauthority.org.uk](http://www.psaauthority.org.uk) to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the “Useful addresses” section below.

### Number Translation Services

Number translation services (NTS) are based on numbers that are normally prefixed “08”. For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as “follow me” type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 13p per minute or per call (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Katrina McDonald (call 01463210021 or email [katrina@highnet.com](mailto:katrina@highnet.com)) who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to [Ombudsman Services](#).

**Internet diallers**

If you use the Internet via a dial up connection, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. Phone-paid Services Authority has been given responsibility for policing this type of activity and you can contact them via [www.psauthority.org.uk](http://www.psauthority.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact Phone-paid Services Authority, see the "Useful Addresses" section below. We can also help by barring calls to 09 numbers.

**The Telephone Preference Service**

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

## Useful Addresses

### The Ombudsman Services

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

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

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

### Phone-paid Services Authority

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS

T: 0845 070 0707

W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

### Federation of Communication Services (FCS)

Provident House, Burrell Row, Beckenham, Kent BR3 1AT

T: 020 7186 5432

E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)

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



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