

## **Ofcom approved Internet Service Code of Practice**

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### **Who we are**

NewNet is an established ISP providing a broad range of Internet services to both commercial and domestic (consumer) clients. Services to consumers include dial-up and broadband Internet access, web space and email together with a range of other services. Consumer services are delivered to individual clients and small businesses (10 or fewer employees).

NewNet plc is a company registered in England and Wales with Company Registration number: 03128506. The registered office of the company is: Carnac Lodge, Cams Estate, FAREHAM, Hampshire PO16 8UJ.

VAT registration: 684 5165 09

### **Purpose of this Code of Practice**

The Code of Practice is intended to demonstrate that NewNet will adopt a high standard of professional practice within its service provision to you. The code is intended to promote positive relations between you and the company, to provide standards of confidentiality and privacy, to provide a transparent mechanism for complaint handling and to ensure that

complaints against the company are handled in a fair and efficient manner.

## **NewNet customer service**

NewNet aim to provide a high standard of customer service and to deal with any complaints in a fair and honest manner. Our customer service standards are set out in this Code of Practice which includes details of how to lodge a complaint if you think that we have failed to meet the standards you expected.

## **Terms and Conditions**

NewNet operate under standard terms and conditions for our ISP services which are shown on our web site at <http://www.newnet.co.uk/terms>

## **Acceptable Use Policy**

NewNet operates an acceptable use policy for users of its ISP services which is shown on our web site at <http://www.newnet.co.uk/aup>

## **Customer Service Helpline**

NewNet provides a technical services helpline facility which can be accessed from 06.00 to 22.00 Monday to Friday and from 09:00 to 17:00 on Saturdays (with

the exception of New Year's Day, Easter Day and Christmas Day). Calls are charged at the national call rate.

You can contact the technical services helpline on **0845 684 0689**.

Leased line and colocation customers will be provided with a separate dedicated access number available 24 hours a day, 7 days a week, 365 days a year.

NewNet provides a service status page on its website which provides details of all maintenance and service related matters. You can find this page at <http://www.newnet.co.uk/status>

## **Replies to correspondence**

NewNet will aim to reply to all correspondence within five working days of receipt.

## **Quality of Service and Repairs**

NewNet is not able to guarantee service access speeds. These can be affected by a wide range of factors outside of our control. Web access and download speeds will be affected by other users on a global scale.

If a fault occurs, NewNet advises you to contact the technical services helpline on **0845 684 0689** in the

first case. Alternatively, you may send emails to [helpdesk@newnet.co.uk](mailto:helpdesk@newnet.co.uk). Our target for fixing faults is no more than 24 hours and usually we will be able to resolve customer faults over the telephone.

Where customer connections are provided over circuits not owned or managed by NewNet, service periods and fault fixes may take longer than 24 hours. NewNet will do all that it can to liaise with you and the line connection provider to ensure that faults are fixed within the shortest possible time.

NewNet suggest that you should save information locally as well as on our servers, ensuring that you have a copy of important data such as mail, web sites etc. in the event of a server fault.

## **Charges from NewNet**

NewNet publishes pricing for ISP services on its web-site at <http://www.newnet.co.uk>. If you are unable to find the information that you require, please contact the Sales Team on **0845 684 0684** for advice. Prices shown on the NewNet web site are quoted without VAT which will be added to invoices at the prevailing rate (17.5% at time of preparation).

Most services are provisioned through an online ordering process. You can submit applications for consumer ISP services including broadband connectivity through the online order forms. Data will be collected from you during the order process and

this data will be used solely for the provision of the service, billing and NewNet customer relations.

NewNet normally submit invoices for ISP services at quarterly or annual intervals. Payments are due in advance of service being delivered and are normally taken by either direct debit or credit card payment. If we are unable to debit our charges from your account for any reason, you agree to pay them immediately on request.

If you have a query on your invoice, please call our accounts team on **01329 226720**. If we find a mistake on your invoice, we will adjust it or credit a refund to your account.

If you query any charge on your invoice, our accounts team will look into it. If you question any part of the invoice, you do not have to pay that part of the invoice while dispute procedures are being followed.

If you are not satisfied with our response to any dispute, please follow our complaints procedure.

If you are late in paying or refuse to pay the invoice submitted, NewNet reserve the right to terminate your Internet services.

## **Suspension and disconnection of ISP service**

NewNet will always provide you with information relating to the suspension of ISP services. This may

be through postings to our Service Status web page (<http://www.newnet.co.uk/status>) or by email.

Normally, planned maintenance will only take place between 00.01 and 03.00, however it may be necessary to carry out other work outside of these times. We may have to suspend service without prior notice, however this would only be for circumstances beyond our control such as essential maintenance or an act of government.

NewNet will always try to ensure that any suspension causes minimum inconvenience but we are unable to accept any responsibility for financial or consequential loss that you may suffer as a result.

NewNet reserve the right to suspend or disconnect ISP service after non-payment of invoices sent to your address. If we are about to suspend or disconnect you for non-payment, we will contact you by telephone, by fax or by email and by printed letter to give final notice of suspension and a date for disconnection.

If you are disconnected for non-payment, please contact our Accounts team on **01329 226720** as soon as possible to arrange re-connection.

If NewNet does disconnect you from our ISP service, we reserve the right to refuse reconnection to you and to your address.

If you are suspended or disconnected by mistake, NewNet will work to reconnect you as soon as possible although this may take a few days.

## Complaints

If you have a complaint about any part of the NewNet ISP service, please contact our Customer Sales team on **0845 684 0684** in the first instance. If the Sales Team are unable to resolve your complaint, please write with details to:

Mr Ricky Mathews  
Customer Care Manager  
NewNet plc  
Carnac Lodge  
Cams Hall Estate  
FAREHAM  
Hampshire PO16 8UJ

NewNet is committed to Customer Service. The company will try to resolve any complaint to your satisfaction as soon as is possible. If we do not do this, please write to:

Mr John Mobley  
Managing Director  
NewNet plc  
Carnac Lodge  
Cams Hall Estate  
FAREHAM  
Hampshire PO16 8UJ

NewNet will reply to all complaints within 5 days of receipt and will provide a full explanation or an update on progress as appropriate.

If our investigation of a complaint takes more than 5 working days, we will keep you informed about progress. You will be given a named contact who will be responsible for your complaint and this named contact will provide updates on progress.

## **Arbitration of Disputes**

NewNet is a member of the Internet Service Providers Association (ISPA) and has agreed to abide by its Code of Practice.

If you and NewNet are unable to agree on the resolution of a complaint, you can refer the dispute for further investigation to the ISPA. You can contact the ISPA at the web or mail address shown below. Please note that the ISPA will only normally accept a complaint if initial complaint to the company has failed to resolve the issue.

Internet Service Providers Association  
<http://www.ispa.org.uk>

Please follow the web links to the Consumer Area and then to Complaints procedure.

Internet Service Providers Association  
28 Broadway  
LONDON  
SW1H 9JX

Telephone: 0870 050 0710  
Fax: 0871 594 0298  
Email: [admin@ispa.org.uk](mailto:admin@ispa.org.uk)

Subject to approval, disputes will be referred to the CISAS (Communications and Internet Services Adjudication Scheme), managed by the Chartered Institute of Arbitrators

## **Communicating with You**

NewNet will communicate with you in a variety of ways including by email, telephone, letter and through our web site at <http://www.newnet.co.uk>

NewNet will only communicate with you in relation to the ISP service provided or to provide information about other services that may be available from the company. NewNet will not pass your contact details to any third party and abides by its Privacy Policy which may be found on the web site at <http://www.newnet.co.uk/privacy>

## Code of Practice

This Code of Practice is reviewed at regular intervals as required by the regulator. The latest version of the Code of Practice will always be available on our web site at <http://www.newnet.co.uk/cop>

If you continue to use NewNet services two weeks from advice of changes to the Code of Practice, or two weeks from date of posting of an updated version on the web site, NewNet will assume that you have accepted these changes.

## Social Responsibility

NewNet services are intended to be appropriate and available to all customers.

NewNet will always be able to provide customers with large print documents on request. Customers with special needs should contact NewNet Sales Team on **0845 684 0684**

## Accessing or transmitting unlawful material

NewNet recognises that you will want to be able to access as wide a range of Internet services as possible and does not wish to restrict that access. However, we do not knowingly permit the

transmission of, or access to, material that UK law enforcement authorities regard as unlawful.

NewNet advises that a very large quantity of data passes through its network each day and that it is impossible to monitor all traffic passing through the system. NewNet understands that the original content provider is responsible for content published on the Internet and for ensuring that that content is lawful. We do not, and cannot, limit access to materials unless advised by appropriate law enforcement agencies that material is unlawful.

NewNet does operate its own Acceptable Use Policy and will take action to limit access if your actions are in contravention of the policy. The latest copy of the Acceptable Use Policy can be found on the web site at <http://www.newnet.co.uk/aup>

In the UK, the Internet Watch Foundation (IWF) monitors and coordinates action against unlawful materials. The IWF is supported by the Department of Trade and Industry, Home Office, ISPs and Police Authorities. If law enforcement agencies regard Internet content as unlawful, they advise the IWF who contact ISPs to arrange for action to block access to the materials.

If you feel that any site is in contravention of UK law you should contact the IWF via its web site at <http://www.Internetwatch.org.uk> and give information about the location of the site.

## Recommendations for children

NewNet recognise that your Internet access may sometimes be used by children. We do advise that you should make sure that their access is supervised at all times and that you may wish to consider installing an application that will allow you to restrict access from your computer to some sites and areas of the Internet (Net Nanny, Surf Patrol, CyberPatrol, Surf Control etc.)

The Internet Watch Foundation provides a guide to the safe use of the Internet together with advice for both children and parents. Information and guidance from the IWF can be found at their web site

<http://www.Internetwatch.org.uk>

NCH Children's Charities provide information and advice from their web site at:

<http://www.nch.org.uk/itok/>

## How to Contact NewNet

If you wish to contact NewNet Sales Team, please call **0845 684 0684** between 09.00 and 17.00 Monday to Friday.

If you require technical support assistance, please call **0845 684 0689** from 06.00 to 22.00 Monday to Friday and from 09.00 to 17.00 on Saturdays. Please note

that there is no Technical Support Helpdesk service available on Sundays, New Year's Day, Easter Day and Christmas Day. Calls to the Technical Support Helpdesk are charged at national call rates.

Alternatively, please send an email to [helpdesk@newnet.co.uk](mailto:helpdesk@newnet.co.uk)

Leased line and colocation customers are provided with a separate 24x7x365 telephone support number.

If you have a complaint about NewNet's services, please contact our Customer Sales team on **0845 684 0684** in the first instance. If the Sales Team are unable to resolve your complaint, please write with details to:

Mr Ricky Mathews  
Customer Care Manager  
NewNet plc  
Carnac Lodge  
Cams Hall Estate  
FAREHAM  
Hampshire PO16 8UJ

If any complaint is not resolved in discussion with NewNet, you may refer the issue to the Internet Service Providers Association (ISPA) – address as above or you have the right to contact Ofcom.

## Ofcom:

Ofcom Contact Centre  
Riverside House  
2a Southwark Bridge Road  
LONDON  
SE1 9HA

Telephone:       **0845 456 3000**  
or                   **020 7981 3040**

Fax:                0845 456 3333

You may register complaints via the Ofcom web site  
at <http://www.ofcom.org.uk>

This version of the Code of Practice is v1.07, originally prepared on 7<sup>th</sup> October 2003 and approved by Oftel on 20<sup>th</sup> October 2003.

The functions of Oftel have now been superseded by Ofcom.