

Consumer Code of Practice

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1. The Purpose of the Code

We have produced this Code of Practice ("Code") as part of our obligations as a Communications Provider under the Communications Act 2003. Our Code has been approved by the UK communications regulator, Ofcom. We shall review the contents of this Code at least once a year to ensure it is up to date and addresses any changes in our business.

The purpose of this Code is to provide our customers with a clear statement of the policies, products, services and support services that we offer. The products and services we offer are subject to availability and may be changed from time to time – please refer to our website at www.freecom.net for the latest details. This code also explains how our consumers may contact us and certain other independent organisations in the communications industry.

To help any of our customers with special needs, this code and any of our literature is available in large print. If you need help with any of your special needs, please contact our customer support by telephone, fax, e-mail or post.

Contact details for customer support are as follows:

Customer Support
Freecom.net
E4 Hagley Court North
The Waterfront
Level Street
Brierley Hill
DY5 1XF

Phone: 0844 472 0022
Fax: 0844 472 0033
E-mail: enquiries@freecom.net

2. Introduction to Freecom.net

Freecom.net is one of the UK's leading business Internet providers to the small to medium business market. Our Internet services have been developed through expertise in each individual aspect of the Internet and extensive knowledge of our market. Customer focus and the development of business solutions that deliver real business benefits are at the core of our company ethos.

Services provided include:

- Domain name registration
- Website design & construction - websites built using software which allows customers access to update the text and images on their website. The software offers a range of value added services including e-mail list management and forums
- Hosting
- E-commerce facilities - integration of website to a payment solution provider e.g. WorldPay to allow credit/debit card details to be taken online
- Web application services including anti-virus and anti-spam
- E-mail services
- Internet connectivity - ADSL broadband and Leased Lines
- Search engine optimisation
- Directory listings
- Landline calls
- Wholesale line rental
- Character Pre-Select (CPS)

3. Customer Support

If you have any questions relating to our products and services please contact us as follows:

Customer Support
Freecom.net
E4 Hagley Court North
The Waterfront
Level Street
Brierley Hill
DY5 1XF

Phone: 0844 472 0022
Fax: 0844 472 0033
E-mail: enquiries@freecom.net

4. Sales Practices

We sell our products and services through a variety of channels including:

- Press advertising
- Internet
- Targeted leafleting
- Telesales
- Agents
- Our Website

Where you indicate to us that you do not wish to be directly contacted we shall cease to have any further sales contact with you. In addition, when undertaking our sales activities, we take steps to ensure the telephone numbers called are not listed on the Telephone Preference Service. You may register with the Telephone Preference Service at any time. Further details can be obtained from the Telephone Preference Service website at www.tpsonline.org.uk

5. Ordering our Products and Services

If you wish to order our products and services you can contact us either in writing, by telephone, by e-mail, or via our website. We may also carry out a credit check as part of your order. The duration of the contract for specific products and services is set out in our general terms and conditions which will be given to you before any contractual commitment is made. We reserve the right to disconnect any of our services and cease to supply products if you breach our terms and conditions.

You are entitled to cancel or terminate any contract with us provided you follow the cancellation and termination procedures identified in our contract terms and conditions. If you have any questions about our general terms and conditions we shall be pleased to answer them for you before you sign.

6. Pricing and Billing

Up to date pricing information is available upon request and we aim to ensure you understand and are fully aware of the price of our products and services before entering into any contractual commitment with us. Our standard billing terms vary depending upon the products or services supplied but we shall advise you of our payment terms before you sign a contract with us. If you do not pay any amount due or if you are late in making payment then we reserve the right to charge interest on any overdue amount until the outstanding amount is settled in full. We also reserve the right to suspend or terminate service if you do not make any payment when due.

We provide itemised invoices clearly showing the charges for using our services and you may pay by cash, cheque, direct debit or BACS. Invoices are issued either monthly, quarterly, yearly or as agreed between Freecom.net and yourselves. We reserve the right to ask you for a deposit as part of the initial ordering process or if you default on any payment due to us.

If you have any queries on our pricing or billing arrangements or you have difficulty in paying your bill then you may contact us by post, telephone, fax or e-mail:

Freecom.net
E4 Hagley Court North
The Waterfront
Level Street
Brierley Hill
DY5 1XF

Phone: 0844 472 0022
Fax: 0844 472 0033
E-mail: enquiries@freecom.net

7. Complaints and Dispute Resolution

We are committed to addressing any complaints as fairly as possible and within a reasonable time. If you are dissatisfied with any aspect of our products or services, please contact us using any of the contact methods explained above and we shall do our best to resolve the problem as quickly as possible.

We aim to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director at the above address. If we cannot resolve the problem, we will write to you to say so.

If your issue remains unresolved and you wish to pursue your complaint further, your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached “deadlock”, then you may be ask for help from the Communications and Internet Services Adjudication Scheme (CISAS).

Freecom is a registered member of the Communications and Internet Services Adjudication Scheme (“CISAS”) which is approved by the communications regulator,(Ofcom), for the handling of consumer disputes.

Further details of the scheme may be obtained on the CISAS website: www.cisas.org.uk

Contact details for CISAS are as follows:

CISAS
24 Angel Gate
City Road
London
EC1V 2PT

Phone: 020 7520 3827
Fax: 020 7520 3829
E-mail: info@cisas.org.uk

8. Your Rights and Obligations

Your rights and obligations when using our products and services are detailed in our general terms and conditions applicable to the specific product or service and our Privacy Policy. Our Privacy Policy is published on our website at www.freecom.net and our general terms and conditions are available on request.

We are committed to the privacy of our customers and those who access our website and to compliance with the Data Protection Acts of 1984 and 1998 to ensure that data collected by us is processed properly.

9. Social Responsibility

We take our social, health and safety, environmental and employee relations responsibilities very seriously. In addition, we are fully aware of our regulatory responsibilities as a communications provider and in particular requirements of regulatory bodies such as Ofcom and PhonepayPlus.

10. Useful Contact Information

Ofcom

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

Phone: 0845 456 3000 or 020 7981 3040

E-mail: advice@ofcom.org.uk

Website: www.ofcom.org.uk

CISAS

24 Angel Gate
City Road
London
EC1V 2PT

Phone: 020 7520 3827

Fax: 020 7520 3829

E-mail: info@cisas.org.uk

Website: www.cisas.org.uk

Telephone Preference Service (TPS)

DMA House
70 Margaret Street
London
W1W 8SS

Phone: 020 7291 3320

Fax: 020 7323 4226

Website: www.tpsonline.org.uk

PhonepayPlus

Clove Building
4 Maguire Street
London
SE1 2NQ

Phone: 0800 500 212

Fax: 020 7940 7456

Website: www.phonepayplus.org.uk