



Code of Conduct

KN-POL-016-02

Code of Conduct

KUBE NETWORKS LTD T/A KubeNet CODE OF PRACTICE

Including our Basic Code of Practice and our Code of Practice for Premium Rate Services and NTS calls

Part 1 – Kube Networks Ltd T/A KubeNet Basic Code of Practice for Business Customers

Introduction to our company and services

KubeNet is an independent company that delivers communications services to 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. So we 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 at www.kubenet.net. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

How to contact us

Please contact our Account Management Team:

By phone: 0344 873 4488, option 2 (From 9am until 5:30pm Monday-Friday)

By email: sales@kubenet.net

By letter: KubeNet, FAO Account Management Team, Unit 11000, Academy Park, Gower Street, Glasgow, G51 1PR

Website: www.kubenet.net

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

- WLR – Wholesale Line Rental
- ISDN – Digital telephone lines

- Ethernet & Fibre
- Hosted Firewall
- VoIP & IP telephony services
- Video Conferencing
- Business Broadband
- Co-location
- Cyber Security Services (Penetration Testing)
- Phone Systems
- Non-geographic numbers
- Virtual geographic numbers
- Fax to Email / Email to Fax
- Business Mobile
- Mobile Broadband
- Hardware

For more details on any of our products and services, or to place an order immediately, please contact our Account Management Team on 0344 873 4488, option 2.

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.

Terms and conditions

When you subscribe to a service from KubeNet, 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 Account Management Team on 0344 873 4488, option 2. We carry out a credit check as part of our assessment procedures.

The minimum contract term for our services varies on products.

Cancellation

If you wish to terminate your contract within your contractual agreement, please call our Account Management Team on 0344 873 4488, option 2, and we will discuss early termination. After the contractual agreement you can cancel any service by calling our Account Management Team on 0344 873 4488, option 2, giving us one months' notice.

Faults and repairs

Please call our Technical Support Team on 0344 873 4488, option 1 if you experience a fault with any of our services. We aim to provide to provide regular updates of the progress made to resolution. Resolution will vary depending on the product or service and carrier.

Price lists

Our pricing structure is available from our Account Management Team on 0344 873 4488, option 2. We will write to you in advance if we change the pricing structure on your products and services.

Billing

You can choose to pay us via a range of options including BACS, 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 Accounts Team.

We provide itemised bills on request.

If you have difficulty paying your bill, please contact us on 0344 873 4488, option 4, and we will try to arrange a different method of payment. We will do all we can to help our customers manage their bills and avoid disconnection.

If you are moving office

Please call our Account Management Team on 0344 873 4488, option 2, to discuss option and timescales to minimise disruption.

Number porting

KubeNet 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, we will arrange it if you ask us. 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 Account Management Team on 0344 873 4488, option 2.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for your fixed numbers. If you do want your details included, please contact our Account Management Team on 0344 873 4488, option 2.

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 on our website at www.kubenet.net. Alternatively, copies are available free of charge and on request from our Account Management Team on 0344 873 4488, option 2.

Data protection

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

Part 2 – Kube Networks Ltd T/A KubeNet Code of Practice for Premium Rate Service and Number Translation Service Calls

Purpose of this Code of Practice

This code informs you, our 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 per minute, or £5 per call or per text (excl. vat). The access charge is kept by us, your phone company.

As standard and as part of our Fraud Prevention Program, KubeNet apply an automatic bar on all PRS number. If you wish a bar to be lifted contact our Account Management Team on 0344 873 4488, option 2 where you will be provided with a disclaimer form.

Once this form returned signed, we aim to get the bar lifted within 24 hours.

Number translation services

Number translation services (NTS) are based on numbers that are normally pre-fixed “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 10.8p per minute or per call (excl. vat). The access charge is kept by us, your phone company.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact our Service Delivery Team (servicedelivery@kubenet.net) 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 CISAS.

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 or by telephoning 0845 070 0707.

Useful addresses

CISAS – 70 Fleet Street, London, EC4Y 1EU. Tel: 0207 520 3827 email: info@cisas.org.uk Website: www.cisas.org.uk

Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 email: contact@ofcom.org.uk Website: www.ofcom.org.uk

PhonepayPlus (formerly Icstis) - Clove Building, 4 Maguire Street, London, SE1 2NQ.
Tel: 0800 500 212 or 020 7940 7474 Website: www.phonepayplus.org.uk email info@phonepayplus.org.uk

Telephone Preference Service - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: www.tpsonline.org.uk