

# SYS3 LIMITED

## CODE OF PRACTICE

### COMPLAINT HANDLING AND DISPUTE RESOLUTION

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## 1. WHO WE ARE

Sys3 Limited provides a range of excellent voice and data services in the towns and cities across the UK. For further information, please visit our website, [www.sys3.com](http://www.sys3.com)

We seek to be regarded as a quality Internet Service Provider by delivering, at every opportunity, a level of customer service and support that differentiates Sys3 Limited from every other ISP. Our aim is to put customers at the heart of Sys3 and to deliver service and support so good that our customers recommend us to their colleagues and friends. By delivering against this, we make our customers, and in turn ourselves, successful.

## 2. WHAT THIS CODE IS ABOUT

We hope you will find this Code of Practice helpful when you need general information about your telecommunications services or if you are having problems.

In this code we tell you what standards of service you can expect in relation to our services, which we call "Sys3 services". We also explain our commitments and tell you how to complain if things go wrong.

## 3. OUR CONTACT DETAILS

The following numbers will be useful if you need to report a fault, require Technical Support, or if you need to speak to our Customer Service or Sales Teams.

Residential customers 0845 313 1919

Business customers 0845 313 1919

Calls to 0845 numbers are charged at local rates from a BT landline. Charges from other networks may vary.

You can email us at:

Technical Support [support@sys3internet.net](mailto:support@sys3internet.net)

Customer Services [customer@sys3internet.net](mailto:customer@sys3internet.net)

Sales [sales@sys3internet.net](mailto:sales@sys3internet.net)

You can open a helpline ticket via our website at: <http://support.sys3.com>

Or write to us at

Sys3 Limited  
845 The Crescent  
Colchester Business Park  
Colchester  
CO4 9YQ

## 4. OUR SERVICES

We are proud of the level of service we offer our customers. Below is a list of our targets, commitments and guarantees for the services that we offer.

### INTERNET SERVICES

Sys3 is an Internet Service Provider. We have a range of competitive tariffs on both Broadband and 'dialup' services. Call us on the numbers above to find out more or take a look at our website.

## SALES PRACTICES

Sys3 Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered and the services we offer will always be appropriate and relevant to your needs. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently. If you are dissatisfied you can choose to contact the person you spoke with directly, or alternatively speak with their line manager. We have a separate Sales Code of Practice which can be seen on our website [www.sys3internet.net](http://www.sys3internet.net). You can also call us and arrange for a copy to be sent in the post.

## PROVISION – ORDERING SERVICE

When you apply for Sys3 services, we want to provide them to you as soon as possible. We will ask you to make an agreement with us. The agreement will be governed by our standard conditions, which tell you what you must and must not do. You can see them on our website at [www.sys3internet.net](http://www.sys3internet.net).

We aim to provide all services as soon as possible. Lead times will vary depending on the product ordered, and when you place your order we will provide an indication of the applicable lead time..

## MOVING TO A NEW ADDRESS?

If you are about to move to a new address you should give us as much advanced warning as possible. For more information on how to receive our services at your new address please call Customer Services on 0845 313 1919 if you are a residential customer, 0845 313 1919 if you are a business customer.

## CANCELLING SERVICE

If you want to end the service, please tell us as quickly as possible so that we can arrange to send you a final bill. If you do not tell us to end the service, we will continue to send you bills and you will remain responsible for the charges.

To cancel your contract with us please call Customer Services on 0845 313 1919. Some of our contracts have a minimum term and you may have to pay an early termination fee if you cancel within that term. All of our services require 30 days notice to be given prior to cancellation. If you have a broadband service with us, you may request a MAC (Migration Authorisation Code). If you are issued with a MAC your 30 day notice period begins from the date we receive the MAC request. If you do not use your MAC before its expiry date your service will not be cancelled. Any subsequent request for cancellation will be considered a new request, therefore your 30 day notice period will commence from the date on which we receive the request and NOT from the date on which you requested your MAC.

You can see full details of your minimum term in our conditions of service.

## REPAIRS

To report a fault with your service you should call 0845 313 1919.

We are not responsible for faults on your equipment unless you bought it from us and it is within its warranty period. If our suppliers come out to repair a fault and there isn't one, or the fault is with your equipment, you may be charged a call-out fee by the supplier.

## PRICING

Charges for our services may change from time to time. Full details of all our current charges are available from our Sales team.

## 5. PAYING BILLS

With the exception of payment due for one off items such as hardware, which will appear on your invoice alongside any standard monthly charges, we will bill you at the rates set out on our website, monthly or quarterly in advance (quarterly billing, available on request, to business customers only). You must pay either by cheque or by Direct Debit from a bank account. We are entitled to withhold our services if your bank has not confirmed that the Direct Debit has been established.

You may choose to be sent your bill by email as a PDF attachment. Should you wish to receive paper bills then you may have to pay a small charge in order to do so. If you require further information please call 0845 313 1919.

## DISCONNECTION

If you cannot pay your bill please call 0845 313 1919. Most of our customers pay on time. It is only fair to them to keep our costs down by insisting that bills are paid promptly. Nevertheless, in cases of genuine financial difficulty, we may be able to help perhaps by extending the time for payment or agreeing payments by installments.

We will only cease your service as a last resort. We will not cut you off for non-payment while there is a genuine dispute about an unpaid bill for services or charges, but only if you have paid for all charges that are not disputed.

## 6. CUSTOMER SERVICE

### COMPENSATION AND REFUND POLICY

No organisation can be free of all problems and we may occasionally fail to meet our normal expected standards. If this happens, our complaints procedure will help you to complain. All complaints are dealt with on a case by case basis. The level of compensation and/or refund offered, if any, will be entirely dependent on the merit of each individual case.

### COMPLAINTS

If you have a query about your Sys3 bill please call 0845 313 1919. We will not treat queries about your bill as a complaint unless you tell us you want to make a formal complaint.

Our complaint procedure tells you how to complain. It describes how we handle complaints and what we take into account. You will need to explain what your complaint is about and our operators will try to put you through to the right person. We will try to deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 28 days.

If you have a complaint, the first point of contact is:

Postal address: Sys3 Limited, 845 The Crescent, Colchester Business Park, Colchester, CO4 9YQ

Email address: [customer@sys3internet.net](mailto:customer@sys3internet.net)

Phone number: 0845 313 1919

### COMPLAINTS ESCALATION

If you are unhappy with how your complaint is being managed or we feel that our usual complaints process is not able to deal with your complaint satisfactorily then your complaint will be passed to the Customer Services Team to coordinate. The target time to investigate and respond to the customer is 28 calendar days.

If you are dissatisfied with the outcome of your complaint then you may choose to take your complaint to Alternative Dispute Resolution (see below).

### ALTERNATIVE DISPUTE RESOLUTION

We recognise that some complaints cannot be settled without the help of an outside, independent authority. You may wish to consider using the Telecommunications Ombudsman scheme that has been especially created for use in the communications industry. It is run by the Office of the Telecommunications Ombudsman, Otelo for short.

A complaint may be taken to Otelo if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

Otelo's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.

To find out how the service works and what it covers, please ask for a copy of Otelo's complaints booklet "Two sides to every story" by phoning 0330 440 1614. The scheme is meant as a straightforward alternative to legal action.

Alternatively you can take the case to a court where you are likely to have to appear in person and present your case.

Independent help or advice may be available locally from the Trading Standards Department or Citizens Advice Bureau (please see the "Useful numbers" section in this code). Please talk to us first though, as we can often settle these issues during a phone call.

You can contact:

Postal address: Otelo, PO Box 730, Warrington, WA4 6WU

Email address: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

Phone number: 0330 440 1614 or 01925 430049

Text phone number: 0845 051 1513 or 18001 01925 430886

Fax number: 0845 0501615 or 01925 430059

Otelo website: [www.otelo.org.uk](http://www.otelo.org.uk)

### 7. YOUR RIGHTS AND OBLIGATIONS

We provide services to you under our standard terms and conditions. The code does not take away any of your legal rights and does not form part of any contract.

### INFORMATION WE HOLD ABOUT YOU AND DATA PROTECTION

We want to protect the information we hold about you from disclosure to anybody who should not have it. A number of security questions will be asked of you should you contact us so that we can ensure your details are not shared with other parties. Should you wish a third party to handle your account on your behalf we ask that you make this clear to us in writing prior to that third party making contact with us. We also want to market the telecommunications services we offer to you as well as we can. In particular, we want to keep you better informed about things that may interest you. To do this effectively, we process information about the way you use our services. This includes information about the size and make-up of your bills, however, we do not disclose this kind of information to anyone else.

We would like to continue to give you all the benefits that this processing provides. However, if you would like us to stop using the information we hold about you in the ways we have described and you have not previously told us about this, please write to Customer Services, Sys3 Limited, 845 The Crescent,

Colchester Business Park, Colchester, CO4 9YQ If you do not write to us and have not previously registered any objection, we will assume you are happy for us to continue with all these activities.

### SYS3 SERVICES AND DISABLED CUSTOMERS

We want to make sure that we do not discriminate against our disabled customers. We have special arrangements for customers who are disabled and if you think you may qualify, please contact us. If you feel uneasy about this, then please contact the various groups who know about the help available, such as the Equality and Human Rights Commission whose contact details are near the end of this Code. If you would like to involve them in your application, we would welcome that.

We can provide bills in various formats so that our disabled customers are not disadvantaged. If you would like to have your bill provided in large print or Braille, please call Customer Services.

### 8. COMMUNICATION WITH YOU

We have issued this code after discussions with the Government-appointed industry regulator, Ofcom. It is available on our website and you can ask for a hard copy by calling us on 0845 313 1919. We can also arrange for large print or Braille copies to be made available to you.

### 9. IMPROVING THE CODE

We hope you have found that this code answers your questions or lets you know what you should do and who to contact. If you wish to make suggestions about improving the code, please let us have them. We review the code annually and discuss the changes that have been suggested.

### 10. USEFUL NUMBERS

Office of Communications  
[www.ofcom.org.uk](http://www.ofcom.org.uk)  
 Ofcom Contact Centre  
 Riverside House  
 2A Southwark Bridge Road  
 London  
 SE1 9HA  
 Tel: 020 7981 3040  
[contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Trading Standards Advice

You can find your local Trading Standards office by using the search facility at [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

Citizens Advice Bureau

You can get online advice or find your local Citizens Advice Bureau at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Equality and Human Rights Commission

You can get online advice at: <http://www.equalityhumanrights.com> Alternatively you can contact them by phoning: 0845 604 6610 (England) 0845 604 5510 (Scotland) 0845 604 8810 (Wales)

Our office hours

Our telephone lines are open as follows:

Customer Services 09:00 – 17:30 Monday - Friday Sales 09:00 – 18:00 Monday - Friday

These times do not include Sundays, public and bank holidays. If we do not open on other days, we will issue a notice telling you of the changes.

Technical Support 08:00 – 18:00 Monday -Friday 09:00 – 17:00 Saturday

These times do include public and bank holidays. If we do not open on other days, we will issue a notice telling you of the changes.