

Global 4 Communications Ltd Code of Practice

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Owner:

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1. Code of Practice

Global 4 Communications Ltd is an independent company that delivers communication services to business and residential customers. This document provides details if you have any queries or concerns about any of our services or products.

2. Contacting us

Department	Detail
Sales	Telephone: 01403 272910 Email: sales@global4.co.uk
Customer Service	Telephone: 01403 216153 Email: G4customer.services@global4.co.uk
Billing	Telephone: 01403 272910 Email: G4billing@global4.co.uk
Accounts	Telephone: 01403 216156 Email: accounts@global4.co.uk
Customer Support & Faults	Telephone: 01403 216158 Email: helpdesk@global4.co.uk
Complaints	Email: feedback@global4.co.uk
Global 4 Communications Ltd	Postal address: Global House, 60B Queen Street, Horsham, West Sussex RH13 5AD

3. ISO Management Accreditations and GDPR

We adhere to the General Data Protection Act 2018, and the General Data Protection Regulation (EU) 2016/679 ("GDPR"), and any other applicable data protection laws in relation to our use of your information. For more information on our Privacy Policy, it can be found on our website: <https://www.global4.co.uk/privacy-policy>

Having recently been accredited ISO/IEC 27001:2013 Information Security management this provides assurance that we keep your information safe and secure.

Our ISO 9001 Quality management system is audited and monitored to deliver high quality service and products throughout our value chain.

If you have any questions or queries around data protection and information security, you can submit to: security@global4.co.uk.

4. Billing Queries

Terms of payment are detailed on our terms and conditions. Payments are collected either by direct debit, credit card or BACS methods. If you wish to change your method of payment at any time, please contact Global 4's Billing department.

If you are having difficulty paying your invoice, please contact us and we will try to arrange a different method of payment. We will do our utmost to assist customers in bill management to avoid disconnection of services.

5. Customer Support & Faults

If you are experiencing issues with your services, please call our customer service team on 01403 216158.

6. Cancellation Process

If you wish to cancel your service, the main account holder or authorised representative must submit a written request to G4billing@global4.co.uk.

We will confirm in writing the cancellation request and provide details of charges for early termination of your contract, and details of any equipment you will need to return.

We recommend that you retain our cancellation confirmation notice as proof of your request. If you do not receive a cancellation confirmation from us within a week, please follow up with our customer care team

If you change your mind and need to amend or cancel your request, please inform us in writing no later than seven days before confirmed end date of your contract. We cannot guarantee that the process will be stopped but will do our best to accommodate your change.

7. Cooling Off Period to Cancel your Service

Our services have a 7 working day cooling off period, unless otherwise stipulated in the 'Service Schedule' of the service supplied to you. The cooling off period starts the day the agreement is signed with Global 4 and ends 7 working days after this date. Any cancellation request within this period will be free from any early termination fees. In the event that services have been provided within the cooling off period, you will be liable to pay for any associated costs for the service that has been provided.

8. Switching your Broadband or fixed line Services to a New Service Provider

The process of switching Broadband service providers using the Openreach network was introduced by Ofcom.

If you are experiencing issues with your services, or just want a better deal or want to upgrade to a faster service, we advise you to first contact your account manager to see if there is anything, we can do to improve your experience.

If you decide to transfer your services to a new provider, here is the process to follow:

1. Contact the new service provider you wish to switch to and explain what you would like to do.
2. The new service provider must give you details of your new service and contract including:
 - Key charges for your new service
 - Payment terms for the service
 - Your termination rights
 - Termination procedures (the right to cancel at no cost from point of sale to completion of the transfer period).
 - Arrangements for provision of the service (order process)
 - Any fixed commitment period associated with the service.
 - Access charges applied.

The new service provider will contact us of your intended transfer, as notification that you wish to cancel your contract.

Obligation of the new service provider

The new service provider must provide you with accurate information about the services being sold.

Where you have not contacted a new service provider, but we receive a 'SLAM' request to transfer services without your consent, we will cancel the request and your service will remain with us.

Switching customer's termination rights

If you wish to cancel the new contract with the new provider and remain with us, you have 14 days cooling off period to notify the service provider.

Letter of notification

When you enter into a new contract with a new service provider, your contract for the service that is moving away from us will be terminated from the point of sale to the completion of the transfer period. Please note that early termination charges may apply if you are leaving your contract before the contracted end date, and these will be communicated to you in writing.

Once we receive notification from your new service provider that you wish to transfer your services, we will send you a notification usually via email to explain the transfer.

This will include:

- Services which are affected
- Date of transfer

- Explanation that after the transfer of services, you will receive final bill and if relevant, early termination charges may be due.

Switching your mobile services

If you wish to transfer your mobile services to a new service provider, you will need to contact us in writing.

We will provide you with a 'PAC' (porting authorisation code) that you will need to give to your new service provider.

Your new service provider will liaise directly with us with date of transfer. Once we receive notification that the transfer was successful, your contract will be terminated.

Porting Authorisation Code (PAC)

Please note that the PAC is valid for 30 days only.

If you do not pass the PAC onto your new service provider, then your service will remain active with us and will we continue to bill you.

If you will want to transfer services, then you will have to start the process again by requesting a new PAC code.

Please note that your service is subject to a contract notice period, and cancellation fees as per your contractual obligation.

Switching services with providers that are delivered over different networks

If you are switching services with a provider that offers services on a different network that we have provided you, then you will need to follow a different process. The process is called 'cease and re-provide process'.

For this process, you will need to contact both your current provider to cancel your contract, as well as your new provider to arrange your new broadband service.

9. Complaints

In the event that our service has not been delivered to your expectations, please contact us at feedback@global4.co.uk or on 01403 272910.

During any discussions, we will protect the privacy of the information that we hold on you. To do this, we may have to ask you questions to confirm that we are speaking to the person associated to the product or service.

If you make your complaint by email or in writing, we will acknowledge receipt. We will advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and keep you informed.

We normally aim to resolve a complaint within 10 working days, but depending on the nature of the complaint, this is not always possible. If you are not happy with the progress

in resolving your complaint, you can ask the person to whom you are speaking to escalate the matter, or you can follow the escalation path in section 11 below. If we cannot resolve the problem, we will write to inform you.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us informing you that your complaint has reached “deadlock”, then we suggest you contact CISAS.

Please note CISAS can only handle complaints for small businesses with 10 or less employees. If you have more than 10 employees, then we suggest you contact the Managing Director if your complaint has been ongoing for more than 8 weeks or has reached deadlock.

CISAS

Telephone: 020 7520 3827

Email: info@cisas.org.uk

Website: www.cisas.org.uk

Address: 70 Fleet Street, London, EC4Y 1EU

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service.

Ofcom-approved ADR services sort out disputes between communication providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint, you can ask us to agree an early referral to ADR (issue of a “deadlock” letter). However, we may decline to do so if we believe we will shortly resolve your complaint and are taking active steps to do so.

10. Escalations

The escalation path outlines the contact points for escalations, together with timeframes to follow in the event that a management escalation is required, due to a failure of service or SLA.

If you escalate by phone and the contact is unavailable, please leave a message and wait for their reply. Failure to follow the correct process may result in delays in resolution.

If the escalation is made by email, please send directly to the intended recipient and cc any relevant parties. All previous correspondence should be included.

In the absence of any contacts listed, please be directed to the secondary contact stated in their out of office message.

If you feel that that your data has been in any way compromised, please also follow the below escalation process to detail this.

11. Escalation Path

Level	Detail
Level One	Original SLA has not been met or the response is unsatisfactory, and a client wishes to escalate.
Provisioning and 1 st Line Faults: Jack West 01403 620206 servicemanagement@global4.co.uk	Technical Support and Engineers: Phil Gent 01403 620125 servicemanagement@global4.co.uk
Level Two	Response to Level One escalation is either insufficient or no response received within 2 working hours.
Provisioning and 1 st Line Faults: Matthew O'Reilly 01403 620101 Matt.oreilly@global4.o.uk	Technical Support and Engineers: Ryan McKenna 01403 620122 Ryan.mckenna@global4.co.uk
Level Three	Response to Level Two escalation is either insufficient or no response received within 1 working hour.
<p>Operations Manager</p> <p>Jonathan Tree</p> <p>01403 620205</p> <p>07778 105558</p> <p>Jonathan.tree@global4.co.uk</p>	
Level Four	Response to Level Three escalation is either insufficient or no response received within 1 working hour.
<p>Director of Operations</p> <p>Tina Pattenden</p> <p>01403 620092</p> <p>07879 433542</p> <p>Tina.pattenden@global4.co.uk</p>	
Level Five	Response to Level Four escalation is either insufficient or no response received within 1 working hour.
<p>Managing Director</p> <p>Nigel Barnett</p> <p>01403 620090</p>	

07798 606060

Nigel.barnett@global4.co.uk