

SYS3 Code of Practice



SYS3

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2. WHAT THIS CODE IS ABOUT

We hope you will find this Code of Practice helpful when you need general information about your IT services or if you are experiencing any 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 commitment and tell you how to complain if things go wrong.

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3. OUR CONTACT DETAILS

The following details will be useful to you if you need to report a fault, require technical support or if you need to speak to our Customer Service or Sales teams.

You can call us...

Residential Customers	0345 313 1919
Business Customers	0345 313 1919

*Calls to 0345 numbers are charged at local rates from a BT landline. Charges from other networks may vary.

You can email us...

Technical Support	support@sys3.com
Customer services	customer@sys3.com
Sales	sales@sys3.com
Accounts	accounts@sys3.com

You can open a support helpline ticket...

<http://support.sys3.com>

You can write to us...

SYS3 Limited
Suite 2, The Centre
Colchester Business Park
Colchester
Essex
CO4 9QQ

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 (ISP). We have a range of competitive Broadband tariffs, including fibre connectivity. Contact us 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 you contact us in person or by telephone, you can expect us to deal with your enquiry quickly and efficiently. If you are dissatisfied in any way, you can choose to contact the person you spoke with directly or alternatively speak with their manager.

PROVISION: ORDERING A 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 Terms and Conditions, which tell you what you must and must not do. You can find our Terms and Conditions at www.sys3.com

Although we aim to provide 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 as soon as practically possible.

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 transfer your services at your new address, please call us on 0345 313 1919

CANCELLING SERVICES

If you want to cease a service with SYS3, please tell us as soon as possible so that we can arrange cancellation and send you a final bill. If you do not tell us about your intentions to end a service, we will continue to send you bills and you will remain responsible for any charges.

To cancel your contract with us, please call us on 0345 313 1919. Some of our services 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 not transferred or cancelled the service after your 30 days' notice, any subsequent request for cancellation will be treated as a new request.

REPAIRS & FAULTS

To report a fault with your service, please call us on 0345 313 1919.

SYS3 are not responsible for faults with your equipment unless provided by SYS3 and within the warranty period. If our suppliers come out to repair a fault and it is found to be an internal issue, 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 upon request.

5. PAYING BILLS

With the exception of payment due for one-off items such as hardware or labour, which will appear on your invoice alongside any standard monthly charges, we will bill you at the rates set out at the start of your service, monthly in advance. All of SYS3 monthly services are paid by direct debit payment plan. We are entitled to withhold our services if your bank has not confirmed that the direct debit has been established or if the direct debit is ceased without prior written notification.

As standard, SYS3 issue all monthly bills by email. Should you wish to receive paper billing, then you may have to pay a small charge to do so. If you require further information, please call us on 0345 313 1919.

DISCONNECTION

If you cannot pay your bill, please notify us immediately. Most of our customers pay promptly and in order to keep our costs down, we must insist that bills are paid on time and in full. Nevertheless, in cases of genuine financial difficulty or banking issues, we may be able to help perhaps by extending the time for payment or agreeing payment by instalments.

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 in dispute.

6. CUSTOMER SERVICE

COMPENSATION AND REFUND POLICY

No company is trouble free and we may occasionally fail to meet our normal expected standards. If this happens, our complaints procedure will help you to log a complaint. 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 service or billing, please call us on 0345 313 1919. We will not treat a query 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 staff will try to put you through to the right person. We will try to deal with your complaint promptly and sympathetically and aim to resolve all complaints within 28 days.

If you have a complaint, the first points of contact are:

Postal address: SYS3 Ltd, Suite 2, The Centre, Colchester Business Park, Colchester, Essex, CO4 9QQ

Email address: support@sys3.com

Phone No.: 0345 313 1919

COMPLAINTS ESCALATION

if you are unhappy with how your complaint is being managed or we feel that our usual procedure is not able to deal with your complaint satisfactorily, then your complaint will be passed to our management 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.

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 publicly available Ombudsman Service.

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

Ombudsman services are 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 of Citizens' Advice Bureau (please see the "Useful Numbers" section in this code). Please talk to us first through, as we can often settle these issues during a phone call.

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 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 data processing provides. 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 us. 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 at the end of this code. If you would like to involve them in your application, it would be most welcomed.

We can provide bills in various formats so that customers are not disadvantaged. If you would like to have your bill provided in large print or braille, please let us know.

8. COMMUNICATING WITH YOU

We have issued this code after advice from the Government-sponsored industry regulator, Ofcom. It is available on our website and you can ask for a hard copy by contacting us at either support@sys3.com or by calling 0345 313 1919. We can also arrange for large print or braille copies to be made available.

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

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

Tel: 0207 981 3040

Email: contact@ofcom.org.uk

Trading Standards Advice

You can find your local Trading Standards office by using the search facility at:
www.tradingstandards.org.uk

Citizens' Advice Bureau

You can get online advice or find your local Citizens' Advice Bureau at:
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 calling:

0845 604 6610 (England)

0845 604 5510 (Scotland)

0845 604 8810 (Wales)

SYS3 Limited

Our telephone lines are open between 8:30AM and 5:00PM Monday to Friday.

At this time, our out of hours emergency service is available only to business customers under a support contract.