

SugarNet Code of Practice

1. Introduction

SugarNet Limited is an Internet Service Provider: providing internet services for both business and residential properties.

2. Contact Details

Postal Address: Sugarswell Business Park,
Shenington,
Banbury,
Oxfordshire
OX15 6HW

Telephone: 0845 235 1010
Email: hello@sugarnet.co.uk
Website: www.sugarnet.co.uk
Support Desk: <https://support.sugarnet.co.uk>

3. Terms and Conditions (including Prices and Tariffs)

3.1. Our Services

Wireless Broadband provision. More details and information about SugarNet's services can be found at www.sugarnet.co.uk

3.2. Pricing Information

Residential prices start from £19.99 per month (inc. VAT) and Business prices start from £69.99 per month (ex. VAT). Prices are variable and correct at the time of this code being published. Payment is taken in advance and installation costs apply.

3.3. Access

Products can be ordered online at www.sugarnet.co.uk/home-broadband/ for residential customers, or from www.sugarnet.co.uk/business-broadband/ for business customers

3.4. Contract Conditions

3.4.1. All initial contracts are over a period of 24 months.

- 3.4.2. Early termination charges may apply to those that terminate within the minimum contract period.
- 3.4.3. After the minimum contract period has ended, all customers are subject to a 30 day cancellation period.
- 3.4.4. Services can be cancelled via email to hello@sugarnet.co.uk or via letter to SugarNet Ltd, Sugarswell Business Park, Shenington, Banbury, Oxfordshire, OX15 6HW.

4. Customer Service

4.1. Compensation or Refund Policy

We work in a fair and ethical way in ensuring that our customers receive fair and satisfactory compensation for any loss of service. We will work with individual customers to provide the agreed level of compensation or refund.

4.2. Complaint Handling Process

SugarNet Ltd is keen to deliver the best possible service. Should you have an issue with any aspect of our products or services there are a number of ways that we can try to resolve your query.

4.3. Technical Problems

Before making a complaint please ensure you run through these recommended steps:

STEP 1 Before anything else, it's worth checking our Network Status Page (www.sugarnet.co.uk/service-status) to see if the problem stems from a network issue. If there is a problem, we can ensure you that our engineers will be on the case and working to fix this as soon as possible. If there is no fault in your area, follow the steps below to try and determine what's at fault.

STEP 2 There's a chance that the problem may be with your router, so it's worth rebooting. Switch it off for 10 seconds and then switch it back on. You might be surprised – in a lot of cases this solves the problem! If rebooting doesn't solve your problem try connecting to your router with a wire to see if it's the wireless that is the problem.

STEP 3 If you still have no internet connection once your PC or laptop is plugged directly into the router, then it may be our radio that is at fault and you will need to contact us. Raise a support ticket at <https://support.sugarnet.co.uk> or call our office on 0845 235 1010 and speak to a member of our technical team.

Please note that our telephone number is answered by a customer support team during office hours (9am - 5.00pm) who will endeavour to solve your issue. Outside office hours you can leave a message which will be picked up by an on-duty engineer. Our support team will do an initial analysis of your connection ready for the engineers to organise a visit to your property or carry out remedial work.

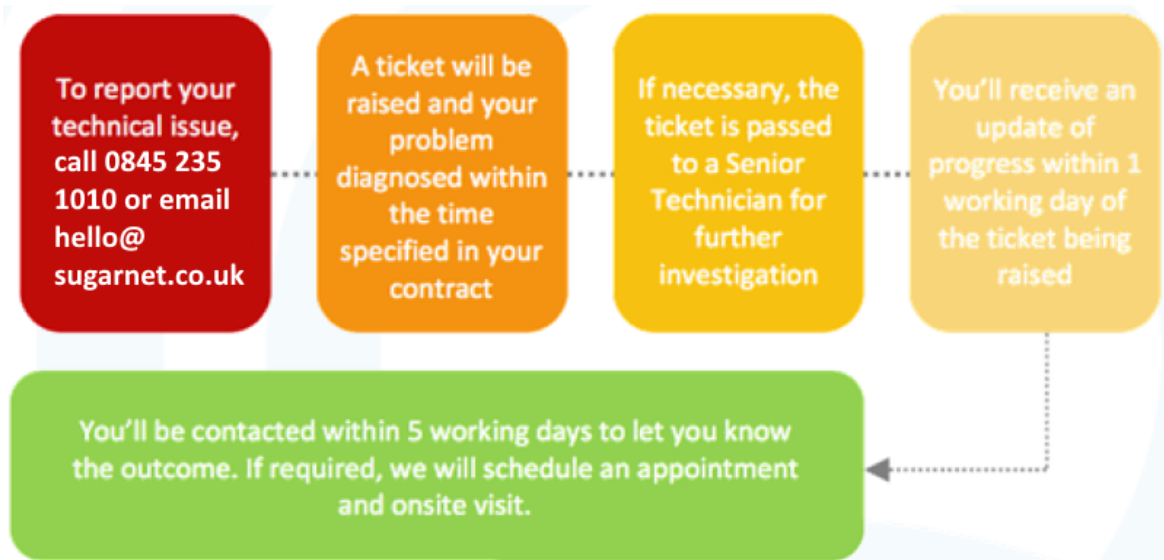


Figure 1. Reporting a Technical Issue

4.4. Accounts Problems

Please raise a ticket at <https://support.sugarnet.co.uk> or email accounts@sugarnet.co.uk with the nature of your problem and you will be contacted within 3 working days to try to resolve your issue.

4.5. Taking Your Issue Further

- 4.5.1. If you have run through the steps outlined above and are still unhappy with the resolution, your first course of action should be to speak to us by telephone, or alternatively email your problem to hello@sugarnet.co.uk, and we will endeavour to resolve your query there and then. If the suitable support staff are not available to resolve your issue, arrangements will be made for us to call you at the earliest opportunity. Our Customer Service team always investigate issues efficiently with a focus on customer service and a friendly attitude and approach.
- 4.5.2. If you are not satisfied with the outcome, we would ask you to fill in a complaint form. Please request this from our office either by email (hello@sugarnet.co.uk) or by telephone (0845 235 1010). Once completed, please send to SugarNet Ltd, Sugarswell Business Park, Shenington, Banbury, Oxfordshire, OX15 6HW. On receiving the completed complaints form our Office Manager will respond by email or phone call depending on the most appropriate communication method, acknowledging all written complaints as soon as possible from receipt. We aim to resolve customer complaints as

quickly as we can, however, if further investigation or correspondence is required, we will contact you within 5 working days. If appropriate, the issue will be escalated to a director. We will aim to come to a resolution within 28 days.

- 4.5.3. If we are unable to resolve your complaint satisfactorily, we will issue a “deadlock” letter so that you may make a complaint through Ombudsman services, an independent alternative dispute resolution scheme. More details can be found here: www.ombudsman-services.org. Alternatively, if more than 8 weeks has passed since you first made your complaint, please contact the ADR scheme directly.

5. How to Obtain this Code of Practice

This Code of Practice is published on our website at www.sugarnet.co.uk/code-of-practice.pdf. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

6. Additional Information

The is Code of Practice has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom’s website at: <http://stakeholders.ofcom.org.uk/telecoms/codes-of-practice/broadband-speeds-cop/consumer-guide/>.