

Code of Practice

This code sets out a statement of how we conduct our business and provides information about our relationship with you.

Introduction

NTE Limited is a B2B, Communications and Internet Services Provider. We provide a wide range of connectivity services including fixed lines and calls, hosted voice, SIP, business broadband, leased lines, managed internet and colocation services. We also supply PBX and network hardware, engineering and maintenance services.

About this code

This Code of Practice is written in response to the General Condition of Entitlement (GC) 14.2 and GC 14.4 (Codes of Practice and Dispute Resolution) as set out in sections 52 to 55 of the Communications Act 2003. It is designed to state publicly how we will act in the conduct of our business and it complements and should be read together with our General Terms and Conditions and Fair and Acceptable Usage policy. NTE is a business-to-business organisation and rarely conducts business with domestic consumers. Therefore, this Code of Practice is aimed at business customers.

Our services

- Business broadband
- Ethernet / leased lines
- Managed Internet / WAN
- Colocation
- Hosted Voice
- SIP Trunks
- PSTN/ Multi-Line/ISDN2e/ISDN30 phone lines
- Inbound services / non-geographic numbers
- Select services
- Call conferencing
- PBX installation and maintenance

For further information or to order any of our products and services please contact us on 0345 034 6622 or visit www.nte.works.

Prices and Tariffs

Service charges and rental prices are determined according to the contract term and number of services ordered. Standard rental and provisioning prices are available on request.

There are many different call tariffs that depend upon usage volumes and other separately negotiated criteria, and the changes in tariffs are being updated constantly, it is not possible to publish a standard set of rates that would apply to all customers. Your own particular tariff can be obtained from our customer service department (see Contacting Us section below) on request.

Maintenance prices are determined according to the type and age of equipment and the number of extensions in use.

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Terms and conditions

Any product or service sold by NTE is subject to our Terms and Conditions. For a copy of our Terms and Conditions, please contact our Customer Services Department on 0845 034 6622, alternatively you can find them on the reverse of the Agreement signed when subscribing to our services. A copy is also published on our website www.nte.works.

The minimum contract period (minimum period) for relevant services will be stated on your Agreement. Where no contract period is specified on the Agreement, our Terms and Conditions state that the minimum contract period is 12 months.

Cancellation of services

Customers are entitled to cancel services in writing to NTE Limited at any time. To cancel an Agreement you must notify NTE of your cancellation in writing at the above address and giving 90 days notice, or such shorter period as we may agree. Reconciliation charges will be levied should you terminate an Agreement during the minimum contract period. Full details regarding the termination of an Agreement can be found in our Terms and Conditions or alternatively please contact our Customer Services Team who will be happy to advise you.

Customer service

NTE maintain the highest standards of Customer Service. Our experienced network team is on hand to offer advice and support at every step and to specifically tailor our products and services to suit your individual needs. We have carefully selected our suppliers to ensure that our customers receive the best quality service available. All calls are routed across Tier One network providers to ensure the highest call quality. We respond to all customer queries promptly and our dedicated team ensure resolution of issues is quick and to your satisfaction.

Compensation or refund policy

Upon notification of a billing error, we will immediately carry out an investigation, and if appropriate will issue a refund to the customer upon request.

The full extent of our liability is clearly set out in our Terms and Conditions. NTE will review each case for compensation or refund on an individual basis and reach a decision based on the circumstances particular to that case. Where appropriate we will claim compensation on your behalf from our suppliers.

Fault reporting and resolution

Should you experience a problem with any of our services, please contact us on 0345 034 6622, Monday to Friday 8.30am to 5pm. If you wish to report an 'out of hours' line fault you can call 0345 034 6622 at any time and you will be transferred to our 24 hour service team or raise a ticket at support@nte.works.

Incoming customer fault reports for both network services and maintained equipment are logged immediately and are dealt with in order of priority. The level of service offered and response times are constantly monitored to ensure customers receive a prompt, efficient and professional response to all enquiries. During office hours we aim to achieve a first response to all network service problems within one hour. For equipment maintenance we aim to achieve a first response time of four hours. For customers who require a faster than standard response we do have a range of additional service care packages, to discuss your requirements please contact our customer services.

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Please note that line faults are subject to Openreach response times and outside the hours of 8am to 5pm, Monday to Friday Openreach will only respond to a line fault logged by NTE where the customer has paid for an advanced care level. For more information about Care Levels please our Customer Services Department on 0345 034 6622.

We will keep you fully informed of the progress of any fault until resolution is achieved.

Billing

Bills are issued monthly and payment collected by Direct Debit 14 days after the date of invoice. Other payment methods and terms may be agreed by special arrangement.

Summary reports are issued with the monthly invoices. Reports are also available online, ask Customer Services for more information. Fully itemised billing is available on request and may be chargeable.

Non-payment

If you find that you are unable to make a payment within the 14 day payment terms, please contact our Customer Services Team on 0345 034 6622 to avoid any disruption to your service.

If bills are not paid we will initially issue a reminder and attempt to contact you by other means. A second letter follows this reminder and will provide two working days notice of Restriction of Services. A third letter warning of disconnection of services will be sent out providing seven days notice of disconnection of services. This process is designed to give you sufficient opportunity to settle your account before services are disconnected. Reconnection of services can only take place on full payment of the outstanding account and there will be a reconnection charge.

Complaint handling process

Please contact our Customer Services Team on 0345 034 6622 or email support@nte.works. We will immediately investigate your complaint and work quickly and efficiently towards a satisfactory resolution. Incoming customer complaints are logged and given highest priority. We continually provide feedback to you on the progress of your complaint.

In the event that a customer is dissatisfied with the end result, the Customer Services Team will escalate the complaint to the Director of Customer Services who will seek to resolve any remaining issues.

Alternative dispute resolution process

NTE Limited is a member of The Ombudsman Service, an independent and alternative dispute resolution scheme. If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may take the complaint to The Ombudsman Service. We can provide you with details of this service. Alternatively if more than 12 weeks have passed without resolution since you first made your complaint, you can contact the ADR scheme directly. The contact details for The Ombudsman Service can be found on their website, www.ombudsman-services.org.

How to obtain this Code of Practice

This Code of Practice is published on our website at www.nte.works. This code of practice may be obtained in hard copy by writing to us at the address below.

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Contact details

NTE Limited
Ground Floor,
7 Camberwell Way,
Moorside Park,
Doxford,
Sunderland,
SR3 3XN

tel: 0345 034 6622
fax: 0345 034 6601
email: support@nte.works
website: www.nte.works

Opening hours are Monday to Friday 09:00 to 17:00. For out of hours line fault reports please contact us on 0345 034 6622 and you will be transferred to our 24 hour service team.

Last updated on 20/07/17

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