



## Code of Practice

### 1. Who is UK Online?

UK Online is a communication service provider owned by Easynet Group Plc. Our Broadband services range from one of the fastest – 22Mb – in Britain, to one of the cheapest – from £9.99 a month for 1Mb – delivered over Easynet’s network of unbundled local telephone exchanges, covering more than 4.4million homes across the UK. We also offer up to 2Mb Broadband delivered via the BT Wholesale network, as well as a range of dial-up packages.

UK Online Ltd, a British Sky Broadcasting company, is a registered company in England and Wales. Our company registration number is 2968652 and our registered office is 44 – 46 Whitfield Street, London, W1T 2RJ.

### 2. UK Online’s Code of Practice

Our customers are extremely important to us, so we have put together this Code of Practice, to make sure that you know all the latest information on our products and services and how to contact us if you have any general questions or if anything doesn’t live up to the standards you’d expect from us.

This is our promise to you...

- We will act fairly in all our contact with you
- We will deal with any complaints quickly and fairly
- We will make sure all our staff follow this code at all times
- We will make copies of this code available if you don’t have access to the website
- We will make sure you understand how our service works
- We will keep this code of practice up-to-date and will always be available on the website

If you need anything in this Code of Practice explaining to you then feel free to call us on 0845 333 4600.

### 3. UK Online’s Services

#### Internet Access

Service	Description	Price	Contract Period and Other Details
1Mb Broadband	Ideal for occasional users to check emails. Always on connection and frees up your phone line. Download speed up to 1Mb. Upload speed up to 256K	Our prices for each of our broadband products change from time to time; for details on our pricing please see the website. <a href="http://www.ukonline.net">www.ukonline.net</a> or call our sales team on 0800 053 0606	All our Broadband products have a minimum 12 – month contract from your start date. A minimum term will apply the moment you upgrade or downgrade between packages.
2Mb Broadband	Ideal for frequent users to email, shop, bank and make VoIP calls. Fast enough to surf multiple sites (shop and book your holiday while checking your bank balance). Download speed up to 2Mb. Upload speed up to 256K.		

8Mb Broadband*	<b>*Limited availability - Only delivered via UK Online's network.</b> Share connection across multiple computers and games consoles Enough bandwidth for everyone. in the home to share (for usage as above). Wireless connection frees you from your desk – surf from the garden. Download speed up to 8Mb. Upload speed up to 768K.		You can move your broadband from us to another ISP if you would like to leave us. To do this, you must first pay off the balance owed under the minimum contract period. This doesn't affect your statutory rights.
22Mb Broadband*	<b>*Limited availability - Only delivered via UK Online's network.</b> Ideal for gamers, downloaders, music fans, video fans & people who want the best available. Get instant gratification. Better than your neighbour's/friend's broadband – fastest you can get in the UK. You'll be all set for video and TV over broadband – ahead of the rest! Download speed up to 22Mb – final speed dependent on many factors, including the length and quality of the copper phone line. Upload speed up to 768K.		All our Broadband services have unlimited downloads, however are subject to our Acceptable Use Policy.
Mail	Your own mailbox with Webmail Access and SpamFilter with no requirement to dial up through UK Online.	£14.99 per year	Minimum 12 month contract
Pay As You Surf	Very occasional Internet user. All calls to the Internet are <b>charged at a local rate</b> and appear on your phone bill.	Cost of local call – varies depending on your provider.	No minimum period – all you need to do is dial up once every 60 days
Opensurf	Unmetered dial up access at 56k.	£13.99 per month	A minimum 1 month contract.

We occasionally run temporary special offers for our new and existing customers, including things like free months and discounted months. For an update on the latest offers either read your emails from us if you are an existing customer, or check out the website on [www.ukonline.net](http://www.ukonline.net).

You can sign up for any of our services, online at [www.ukonline.net](http://www.ukonline.net). Or give us a call and we'll advise you on the best package for you on 0800 053 0606\*.

Our Product Terms and Conditions, Website Terms, Privacy Policy and Acceptable Use Policy are available on the UK Online website.

## 4. How to change your details

### Changing Your Payment Details

If you pay by credit card, it's best to contact our payment partner, WorldPay, directly. They have set up a really easy-to-use website where you can do this. All you need is your 'agreement id' and your password. WorldPay always give you the agreement id on the receipt emails that they send you every month. If you have forgotten your password you can reset it using the simple instructions below.

1. Go to the Shopper Management System (SMS) Login page and click on the Forgotten your password? button.
2. This takes you to the Automated Password Generator page.
3. Enter your FuturePay agreement ID and your email address (the one registered under your agreement), then click the Send Shopper Password button.
4. You will receive an automatic email almost immediately, giving you your new login details.
5. You can now return to the SMS login page and login using your new details. If you are not sure what the characters are, copy and paste them into the relevant fields.

If you pay by Direct Debit or simply want to change any other account details, please call us on 0845 333 4600

### **Changing Your Personal or Account Details**

We can only talk about account details with the person who signed up for the original UK Online account, so make sure the account holder calls about any specific account issues.

If you are changing your telephone number, remember to have your new number handy, so we can check that where you are moving to is in a UK Online broadband-enabled area.

If the area you are moving to is not in a UK Online broadband-enabled area, then we will not be able to provide you with a Broadband Service any longer. If we have to cancel the account you will be required to pay any outstanding amounts of the 12 month contract period.

If the area is in a UK Online broadband-enabled area, you will be charged a moving fee of £75 (including VAT) as we will need to move your Broadband to a new telephone line.

## **5. How we bill your account for your monthly fee**

We will take the first monthly fee 3 weeks after registration and subsequent fees will be collected on or around the same day each month thereafter. Please be aware that if you sign up for a UK Online Broadband service without choosing to purchase equipment (Broadband Modem or Wireless Router) from us, we charge £1 to your card at the time of sign up, in order to verify your details. The remaining balance of the first month's fee is then collected 3 weeks after registration.

If you have difficulty paying your bill, please call us on 0845 333 4600.

## **6. Disconnection for non-payment**

We want to help you manage and pay your bills from us and have tried to make the process as easy as possible:

- We will email you on your UK Online email account straight away, if we have not managed to get payment from your account
- If we still cannot get payment, we will email you again to let you know what to do to keep your account active
- If we still haven't heard from you, we will have to cancel your account and bill you for the remaining part of your 12 month contract
- If in doubt, Customer Services will always be able to help you, simply call on 0845 333 4600

The Website Terms, Product Terms and Conditions, Privacy Policy and Acceptable User Policy are available from the UK Online website [www.ukonline.co.uk](http://www.ukonline.co.uk)

Links to these documents can be found at the bottom of the main index page as well as being linked from various other points on the website.

## **7. What to do if you want to migrate to another Broadband provider?**

We're fully compliant with the ISP industry's Migration Code of Practice, although to move to certain other providers may still mean you will lose your Broadband service for several weeks due to our competitors' delivery platforms - so it's best if you give us a call on 0845 333 4600 and we can talk you through the various options available to you.

## 8. What to do if you want to complain

The quickest way to have your complaint handled is to send us an email to [customer.care@ukonline.net](mailto:customer.care@ukonline.net) or a letter and send it to us at:

UK Online Ltd  
The Maltings  
Charlton Road  
Shepton Mallet  
Somerset  
BA4 5QE

Of course you are more than welcome to give us a call on 0845 333 4600.

When you contact us we will need to ask you for the following information:

- UK Online email address
- Telephone number you use to connect to the Internet
- Your date of birth
- Your postcode

If you can include this information in your original complaint, it will speed things up.

Once we are aware of your complaint we will log it against your account. We will write back to you giving you a reference number, and you will need to quote this in any further correspondence.

We do try to resolve all complaints with an immediate reply but sometimes we may have to do more investigation before we can get back to you. We aim to reply to complaints via email within 48 hours and complaints by letter within 10 working days.

Of course you are more than welcome to email us on [customer.services@ukonline.net](mailto:customer.services@ukonline.net) or give us a call on 0845 333 4600.

If you're not satisfied with the way in which your complaint has been dealt with, you should ask for it to be escalated. This may happen immediately if you are on the phone or we will arrange for someone to contact you.

## 9. What to do if you are still not happy with UK Online

If after 3 months you have not received a satisfactory response from UK Online, we will provide you with a reference number and you can refer the complaint further to the Office of the Telecommunications Ombudsman also known as OTELO.

If during the process of investigating your complaint we have reached a deadlock situation, we will confirm that there is nothing more we can do with respect to your complaint and we will provide you with a reference number. After this you may wish to refer the dispute further to OTELO.

OTELO was set up to sort out disagreements between their members, such as UK Online, and their customers. They provide a free and independent service that has been approved by the regulator, OFCOM. Their job is to investigate complaints fairly by listening to both sides of the story and looking at the facts.

To get further details on how to refer a dispute to OTELO please contact them on:

Phone: 0845 050 1614  
Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)  
Website: <http://www.otelo.org.uk/>  
Textphone: 18001 0845 051 1513 or 01925 430886  
Fax: 0845 050 1615

If you are unhappy about the way your complaint has been handled by UK Online or OTELO you can contact Ofcom at the address overleaf.

## 10. Useful addresses

We have included some useful addresses below.

### ISPA

Internet Service Providers' Association  
23 Palace Street  
London  
SW1E 5HW

Telephone: 020 7233 7234  
Fax: 020 7233 7294  
Email: [admin@ispa.org.uk](mailto:admin@ispa.org.uk)  
Website: [www.ispa.org.uk](http://www.ispa.org.uk)

### OTELO

Office of the Telecommunications Ombudsman  
PO Box 730  
Warrington  
WA4 6WU

Phone: 0845 050 1614  
Textphone: 18001 0845 051 1513 or 01925 430886

**Fax: 0845 050 1615**

Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)  
Website: <http://www.otelo.org.uk/>

### OFCOM

Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA

Telephone: 020 7981 3000  
Fax: 020 7981 3333  
Email: [wwwenq@ofcom.org.uk](mailto:wwwenq@ofcom.org.uk)  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### ICSTIS

Independent Committee for the Supervision of Standards of Telephone Information Services  
4th Floor  
Clove Building  
4 Maguire Street

London  
SE1 2NQ

Telephone: 020 7940 7474 (9am – 5pm, Monday to Friday)

Fax: 020 7940 7456

Email: [secretariat@icstis.org.uk](mailto:secretariat@icstis.org.uk)

Website: [www.icstis.org.uk](http://www.icstis.org.uk)

This code can also be seen at [www.ukonline.net/cop](http://www.ukonline.net/cop)