

Code of Practice

Introduction

This Code of Practice summarises the services that Nildram Ltd provide to all our customers. The Code of Practice explains the provision and support of these services including our main channels for customer contact. In addition the Code of Practice explains what you should do in the unlikely event of any of our services not meeting your expectations.

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How to contact Nildram

There are two primary methods of contacting Nildram, telephone and e-mail. Below is a diagrammatical representation of our phone system. This shows the numbers that you should call to contact the various departments within Nildram and what options you should choose within our menu system to reach the desired department. E-mail addresses are included within this schematic.



You can also find all of Nildram's contact details by following the URL below:

<http://www.nildram.net/contact.htm>

Our services

Nildram provide a wide range of services to customers. For the most up to date information on our services and pricing please refer to our website at <http://www.nildram.net>.

Broadband services and pricing

Nildram provides a range of internet access products from standard dial up internet access to high speed DSL connectivity. The majority of customers that Nildram supply use broadband services to access and browse the internet. Using Nildram broadband services our customer can have a reliable 24x7 high speed connection to the Internet. Broadband services are offered in a range of speeds from 512kbps to 2MBps. Nildram also offer SDSL and the ability to bond multiple ADSL channels to provide enhanced download / upload capacity. For more information on the Nildram broadband product range including pricing please refer to the following URL:

<http://www.nildram.net/broadband.htm>

E-mail services and pricing

Our Broadband Services are supplied as standard with a new e-mail platform that is one of the most powerful in the business and can include the following functionality depending upon Broadband Service selected:

- Multiple POP3 boxes – up to 5
- IMAP/POP3
- Availability of additional mailboxes
- User configuration

For more information on Nildram e-mail services and pricing please refer to the following URL:

<http://www.nildram.net/email.htm>

Other products and pricing

Nildram also offer a range of additional products:

Dial Access
Domain Name Services
Hosting Services
Leased Lines
Security Solutions
Hardware

More details including pricing for these products including pricing can be found at:

<http://www.nildram.net/shopfront.htm>

Our commitment to you

In the UK communications providers have legislation and regulations that they are required to comply with. In addition to these Nildram has chosen to abide by the code of practice of the Internet Service Providers Association (ISPA). The ISPA Code of Practice can be viewed at:

http://www.ispa.org.uk/html/index3.html?frame=http%3A//www.ispa.org.uk/html/about_ispa/ispa_code.html

Service information

Nildram is committed to ensuring that the service you purchase is available for use as much as is reasonably possible. We actively monitor the performance of our services and where possible we notify affected customers using status information bulletins. These are announced on our phone system when dialling the support team on 08700 946000 and also on our support site at:

<http://status.nildram.net/>

Pricing information

Nildram will ensure that all pricing information made available to you is clearly stated. It will be clear what charges are included / excluded. We will also make reasonable endeavours to ensure that all published pricing information is accurate and up to date at the time it is available.

Data protection

Nildram will comply with UK legislation relating to data protection.

Ceasing services

Nildram customers may choose to cease their service at any time in accordance with their terms and conditions. The majority of Nildram customers will be on one month contracts and Nildram require 1 month's notice of intention to cease service. This notification should be sent via e-mail to accounts@nildram.net.

Customers should refer to their individual contract to familiarise themselves with their commitments.

Resolution of complaints

At Nildram we are committed to providing the best possible service to all our customers. We encourage our customers to give us feedback on their experience of using our service and we use this feedback to identify areas for improvement.

Our teams are committed to resolving any issues that you may have quickly, efficiently and with courtesy. If you are unhappy with the resolution offered to you by our team your first course of action should be to ask to speak to the team manager. It may not always be possible to speak to a manager immediately so you should be prepared to leave full contact details so that a manager can contact you when available.

If, after speaking to a manager, you remain dissatisfied your next course of action should be to raise a formal complaint in writing. To do this you should send a letter to the following address:

Complaints Resolution
Nildram Limited
1 Triangle Business Park
Stoke Mandeville
Bucks
HP22 5BD

To help us respond to your complaint quickly and effectively you should include the following information if at all possible:

- Your customer account number
- A ticket reference number
- A record of all contacts that you have had with Nildram Limited
- A summary of the issues you wish our response to address

Nildram will respond to all written complaints in writing and we commit that we will send our response to you within 10 working days of receiving your complaint at the above address. This complaint will include a CAR reference number.

In the unlikely event that you are not satisfied with the response that you receive to your complaint you can request that the complaint is reviewed. You can do this by writing to the above address. Your request for review should include your CAR reference number and details of the issues with which you remain dissatisfied.

If we have been unable to resolve your complaint satisfactorily within 3 months of receipt by Nildram then you may refer your complaint for independent review. Nildram are members of the Communications and Internet Services Adjudication Scheme (CISAS) which is operated by the Chartered Institute of Arbitrators. CISAS will gather information from both you and Nildram and review this information. CISAS will then make an independent decision based on the information provided.

You can contact CISAS at the following address:

CISAS
The Chartered Institute of Arbitrators
12 Bloomsbury Square
London
WC1A 2LP

<http://www.arbitrators.org/cisas>

Nildram are members of CISAS through our parent company AccentUK Limited.

Billing and payment

Customers of Nildram can choose to pay their bills in a number of different ways. There are essentially 5 different ways of being billed / making payment for services purchased from Nildram:

- Invoice Terms – for limited companies trading for more than two years
- Payment Monthly in Advance
- Payment Quarterly or Annually in advance
- Payment by Credit / Debit card continuous authority
- Payment by Standing order / BACS payment

The diagrams attached show the process for each of the payment types above. These diagrams show, the invoices / reminders that will be sent out, when these will be sent and the timeline that Nildram work to when seeking payment. This also shows the point at which suspension or cessation of service for non-payment will take place.



Your bill from Nildram will be itemised and show each of the services that you are being billed for and the charge that is being made for that service. The information on your bill will include:

- Your unique customer number
- Product Item Code
- Product Description (including charging period)
- The quantity of each product
- The unit cost of each product
- The total cost for each product
- The total billed amount. (including and excluding VAT)

Acceptable Use Policy

All Nildram customers are required to use Nildram products in line with our Acceptable Use Policy. The Acceptable Use Policy can be viewed at:

<http://www.nildram.net/legal.htm>

Terms and Conditions

All Nildram customers are bound by the terms and conditions agreed when purchasing our products. The Terms and Conditions can be viewed at:

<http://www.nildram.net/legal.htm>

Review of Code of Practice

This code of practice will be reviewed and updated on a quarterly basis.

Publication of Code of Practice

This code of practice is available via the website. Customers may request a paper copy of this document by submitting a request via e-mail to: customercare@nildram.net.

Copies of the code can also be made available to special needs customers in audio format if requested.

This Code of Practice has been approved for publication by [Ofcom](http://www.ofcom.gov.uk).