



WELCOME TO GLEMNET

Dear Customer,

Thank you for choosing to use Glemnet Ltd for your Cloud Communications Solutions.

Contained within this Welcome Pack are our contact details, Frequently Asked Questions and what to do if you have a fault.

Also included is our Consumer Code of Practice, Privacy and Data Protection Policy and our Complaints Code.

Please do not hesitate to contact us for any further information.





Our mission is to tailor our solution to your exact requirements and create lasting benefits which deliver cost savings and business efficiencies

Postal Address	Glemnet Ltd Unit 1, 2 Thayer's Farm Road Beckenham, Kent, BR3 4LZ
Contact Number	0208 639 0230 Option 1 – Customer Support Team Option 2 - New Sales Enquires Option 3 – Sales/Account Manager Option 4 – Accounts Department Option 5 – Provisioning
Out of Hours Number	0208 639 0239
Fax Number	0208 639 0231
Customer Support Team	support@glemnet.com
Billing / Accounts Queries	billing@glemnet.com
Sales Department	sales@glemnet.com
Website	www.glemnet.com





About Glemnet Ltd

Glemnet is an independent service provider of Telecom Cloud IT Managed Services to businesses of all sizes, from start-ups, through to SMEs and large enterprises. We have a wealth of knowledge and are highly experienced in deciphering the perfect solution for differing communication needs. We pride ourselves in being innovators and solution builders which allow us to take your business challenge and provide a solution that will inherently better your current set up.

We offer comprehensive provision of the following:

- Business IP telephony systems and IT networks.
- Wholesale fixed line rental and calls packages.
- Mobile voice and data solutions.
- High-speed Fibre, EFM and FTTC for data and Internet services.
- Cloud Software as a Service.
- IT support and telephone system maintenance contracts.
- Hosted Telephony

Our core focus is on saving our customers money whilst making them more efficient and providing them with a solution that will adapt as their business evolves. However, we also recognise that choosing a Managed services provider is not only about an innovative solution and competitive price which is why we put our customers at the centre of everything we do.





Unlike so many other providers, we have an experienced service department who are ready to take your calls at any time, 365 days of the year. The backbone of our service provision is our one contact policy which means we do not employ a large call centre ensuring you are able to contact the same person directly anytime you have a question.

We are proud to deliver long term benefits for our clients through our supportive services department which are ready to answer our customer's queries at any time of day, every day of the year.

Frequently Asked Questions about the Service

Can I pay by Direct Debit?

Yes, please contact our Accounts Team and we can email or post a direct debit mandate to you.

Can my bills be emailed?

This is our preferred method. A hard copy of the invoice is sent in the post with an itemised bill sent in PDF format and excel spread sheet (zipped file).

I have a billing query?

Please email billing@glemnet.com with all queries.





I want to change the name/address on the bill?

Please email billing@glemnet.com with any changes that you need; if your company registration number has not changed then we can change the name, otherwise a new contract will be required.

How often do I get billed?

We bill monthly. Calls are billed in arrears and line rental is billed on month in advance.

I keep getting a bill from another service provider?

No two companies can charge for the same calls. If a number you think should have been transferred over to us, but you are still receiving bills from another service provider, fax over the bill and we will investigate for you.

If another service provider continues to send you a bill it may be for a line or service not transferred to Glemnet or for a different billing period e.g. BT Retail charge quarterly, therefore they may bill you for the period your lines were with them and include the outstanding months.

I have a fault, what do I do?

Refer to our Faults procedure sheet included in this pack or email support@glemnet.com; remember to include the telephone number of the service you have a fault with.





I route calls via Glemnet, how do I transfer my lines?

Transferring your lines is a seamless transfer, with no additional cost. Contact our Sales Team to get the ball rolling; sales@glemnet.com.

What is a CLI?

CLI is the abbreviation for Calling Line Identification; this means the telephone number of the line in question. All services including hosted and SIP will have an associated CLI.

We will always need this information to resolve a query.

For all queries you can contact our Customer Services Team or your Account Manager.

I have a fault....

We cannot make or receive calls.

What system are you using? It could be either an IP/Hosted system which routes your calls over your internet service or it could be a traditional phone system, i.e. Samsung/Panasonic system that routes calls over BT Openreach landlines. If you are not sure check the name on the handset.

Is it all phones/extensions? Can you make internal calls, i.e. to another extension on the system? If yes check power is coming into the system.





If hosted, have you checked the connection that the voice circuit is on (this is the internet service for the phones)?

Has the router been rebooted for 15 minutes? What lights are on the router? What does the display show when you attempt to dial out? What does it say when the handset is down?

If it is a traditional system, please confirm the lights that are on the ISDN box, are they green or red?

What message does it state on the display of the phone?

Have you checked with your system maintainer?

The broadband is not working.

There are a few things you can do prior to reporting the issue; carrying out the steps below will help speed up the fault resolution: -

- i) What model is the router?
- ii) Have you restarted the router? Ensuring that it is off for the minimum of 15 minutes?
- iii) Have you replaced the filter and checked any local wiring to ensure it isn't just a loose/damaged cable?
- iv) Have you tried another router?
- v) Please contact support@glemnet.com with the answers to the above when logging the fault and we will get it logged and investigated, as well as providing a reference number for the fault so you can keep track.





If the broadband is connected to an analogue line it is always necessary to check the actual line; this allows us to check that the fault is reported on the correct service.

The easiest way to do this is to plug in analogue handsets (not phone system handsets) into the socket in the wall and make sure you can make and receive calls. If you have no dial tone, then the actual line is faulty.

My handsets are not working.

First check your equipment; here are some tips to eliminate equipment faults: -

- i) Swap handsets over to see if the handset is faulty; plug a working handset into the socket, does it still work? If not, the fault is with the socket. <Remember to plug in the same sort of phone>
- ii) Has the socket been knocked or damaged?
- iii) Plug the handset into a working socket, does it still function? If not, the handset is faulty.

I cannot receive calls.

- i) What is the model of your handset? If hosted, has it been restarted? What response do you get when you try and call it yourself?
- ii) What is your DDI/Extension?





I cannot make calls.

- i) What model is your handset? What does your display say prior to picking up the handset?
- ii) If hosted, is it in a live port? One that you know works?
- iii) What does it state on the display once you attempt to dial out?

Is it to all numbers? Or any specific numbers?

I cannot hear the caller very well or am having problems connecting a call.

For call quality issues we will need to log with the carrier, however to do this we need five clear examples with as much details as possible.

For examples we require: -

- Date of Call
 - Time of Call (inc. secs)
 - Number making the call
 - Number being dialled
 - Direction of Call (inbound / Outbound) □ Problem Encountered.
1. Is the fault intermittent or happening regularly?
 2. Please contact our Support Team and pass on the information regarding the fault, included the number making or receiving the call with problem.





The fault will be logged with the Network and the calls will be re-routed if required.

*Customers using a telephone system may have to insert 9 before dialling out.

If you cannot resolve the fault or need further assistance or advice, please contact our Customer Support Team on 0203 639 0230 or email support@glemnet.com; please include any diagnostics you have already carried out, so we can move forward with the fault.

Useful Information

We now have a section on our website purely for our customers where they can access product and service information in the form of useful video tutorials, PDFs and user manuals:

Link: <http://glemnet.com/resources/>

Password: **8nQBKWQsr45fNrE**





Consumer Code of Practice

Introduction to our company and services

Glemnet Ltd is an independent company that delivers communications services to domestic and business customers. Whilst we may not provide all the component parts of our services ourselves, we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

The Code informs you about our products, services, and customer care policies. We have prepared it in line with guidance published by Oftel (the regulator, which is now Ofcom) on 15 August 2004.

How to contact us

Please contact our Customer Support Team:

By phone: 0208 639 0230

(From 9am until 5pm Monday-Friday)

By e-mail: support@glemnet.com

By fax: + 44 208 639 0231

By letter: GLEMNET LTD, Unit 1, 2 Thayers Farm Road, Beckenham Kent BR3 4LZ or
via our website www.glemnet.com





Our commitment to you

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.





Glemnet solutions, products and services:

- Landline telephones
- Landline calls, IDA 1xxx
- CPS-Carrier Pre-Selection
- Analogue lines, Single lines, Multi lines
- ISDN-digital telephone lines, ISDN2e, ISDN30e
- Broadband access, ADSL, SDSL
- Internet services including Fibre, FTTC and EFM
- Mobile telephone and data services □ Wide area/local paging services
- Business Telephone systems
- Equipment and maintenance service
- IT Support
- Teleconferencing / web conferencing
- Hosted Telephony Services □ Hosted Data Services.

Our Cloud Solutions include:

- Email, Collaboration and Office Applications (Microsoft Office 365)
- CRM and ERP (Microsoft Dynamics 365)
- Cloud Storage and Synchronisation (Dropbox for Business)
- Cybersecurity and Device Protection (Symantec)
- Data backup, Recovery and Protection (Acronis)

For more details on any of our products and services, or to place an order immediately, please get in touch either by email info@glemnet.com or web www.glemnet.com or by phone on 0208 639 0230.





Marketing

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, www.cap.org.uk.

Terms and conditions

When you subscribe to a service from Glemnet Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract. If you have any questions, please phone our Customer Support Team. We may carry out a credit check as part of our assessment procedures.

We aim to provide services within three working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will advise you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 5 days after your order is placed. After 5 days we will charge you an administration fee of £50.00. Should you wish to terminate your contract within the minimum term (as stated in the contract of service) we will charge you the outstanding term. After the minimum term you can cancel any service by giving us 3 months' notice by contacting our Customer Support Team on 020 8639 0230 or emailing cancellations@glemnet.com.





Faults and repairs

Please call our Customer Support Team on 0208 639 0230 if you experience a fault with any of our services.

We aim to have faults investigated and repaired within 2 working days subject to third party timescales.

Compensation and refund policy

If the contract is terminated by either party then Glemnet Ltd shall repay or credit your account with the appropriate proportion of any rental paid in advance, to Glemnet Ltd.

Price lists

Our pricing structure is available from our New Sales Enquires Team on 0208 639 0230. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly with a copy of your invoice emailed in a PDF format and a hard copy posted to your billing address.

You can choose to pay us via a range of options including cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.





We provide itemised bills as part of our service to you; PDF and CSV files are emailed along with your invoice free of charge and upon request and for a fee of £2 per month we can post the itemised bill to you.

If you have difficulty paying your bill, please contact us on 0208 639 0236 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

If you are moving home or office

Please call your Account Manager on 0208 639 0230 no later than 30 days before your move date. We will amend your account and billing requirements as necessary.

Number porting (if applicable)

Glemnet Ltd recognises that keeping your existing telephone numbers may be important to you. If you move, we will endeavour to offer you the same telephone number to minimise disruption. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Provisioning Team on 0208 639 0230.

Complaints

We take customer complaints very seriously and we aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team on 0208 639 0230 or email marmstrong@glemnet.com. We will try to resolve your complaint quickly and efficiently, and to keep you informed always.





If we cannot settle a complaint to your satisfaction, you may ask for help from the Office of the Telecommunications Ombudsman, Otelo or Ofcom. For more information, please ask us for a copy of our Code of Practice for Complaint Handling.

Statement of social responsibility

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Support Team on 0208 639 0230 or email support@glemnet.com to report the incident, and for information on how to deal with this situation.

We encourage parents to register the mobile phone of their children and take responsibility for all customer care enquiries.

We are aware that mobile phones can provide access to premium services, including adult content through independent companies' text services. Our Customer Support Team can restrict the access to premium rate services. Please call them on 0208 639 0230 for advice on this service, or alternatively contact your telephone system maintainer for call barring facilities.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services for customer who are older or who may have a disability, including:

- Priority access to the Customer Support Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill





- Copies of bills in large print
- Copies of this Code are available in larger print and other formats on request.

Privacy and Data protection

We are registered with the Data Protection Agency to hold information necessary to supply services to our customers.

Our Privacy Policy can be viewed on our website at <http://glemnet.com/privacy-policy/>

Useful addresses

Otelo, PO Box 730, Warrington, WA4 6WU Tel: 0845 050 1614

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3000/
0845 456 3000

Federation of Communication Services (FCS), Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 www.fcs.org.uk. This code has been licensed by The Federation of Communication Services Limited 2004 Licence number 001409.

Code of Practice on Complaint Handling and Dispute Resolution

Glemnet Ltd is an independent company that delivers communications services to business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.





We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

By phone: 0208 639 0230

By email: marmstrong@glemnet.com

By letter: Matthew Armstrong, Customer Services Team, Glemnet Ltd, Unit 1, 2 Thayers Farm Road, Beckenham, Kent. BR3 4LZ

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with the progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.





If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from Otelo.

The Office of the Telecommunications Ombudsman (Otelo): PO Box 730, Warrington, Cheshire, WA4 6WU Tel: 01925 430870 or 0845 050 1614 email: enquiries@otelo.org.uk, Website: www.otelo.org.uk

OTELO is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful Addresses

Otelo – PO Box 730, Warrington, Cheshire, WA4 6WU. Tel: 01925 430870 or 0845 050 1614
email: enquiries@otelo.org.uk Website: www.otelo.org.uk





Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 email: contact@ofcom.org.uk Website: www.ofcom.org.uk

PhonepayPlus (formerly Icstis)- Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 or 020 7940 7474 Website: www.phonepayplus.org.uk email info@phonepayplus.org.uk

Telephone Preference Service - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: www.tpsonline.org.uk

Federation of Communication Services (FCS) - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 email: fcs@fcs.org.uk Website: www.fcs.org.uk

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