



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

This document contains the following information:

- **Contact Information**
- **About Glemnet**
- **Frequently Asked Questions**
- **Faults & Troubleshooting guide**
- **Escalation Path & Support Process**
- **Consumer Code of Practice**





Contact Information

Postal Address

Glemnet Limited
Unit 1, 2 Thayers Farm Road
Beckenham
Kent
BR3 4LZ

Contact Number

0208 639 0230

Option 1 – Sales/Account Managers

Option 2 – New Sales Enquiry

Option 3 – Customer Support Team

Option 4 – Provisioning

Option 5 – Finance Department

Out of Hours Number

0208 639 0239

Fax Number

0208 639 0231

Emails

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 telecoms, cloud and IT services to businesses of all sizes from start-ups through to SMEs and large enterprises.

Our team has a wealth of knowledge and over 18 years of experience deciphering the perfect solution for different communication needs.

We work very hard to bring the latest, most cost-effective Cloud, Unified Communications and mobile technology to our customers, together with exceptional technical service.

We want our customers to be more productive and efficient, free to work from anywhere, with any device, at any time, safely and securely.

Primarily we are pioneers of converged solutions and next generation technology. We provide businesses with access to an extensive portfolio of services including:

- Business Mobile
- Hosted Telephony
- Cloud Services, including storage and security
- Calls and Lines
- IT Services and Support
- Broadband

Our core focus is on saving our customers money whilst helping them to be more efficient and providing them with a solution that will adapt as their business evolves.

However, we also recognise that choosing a telecommunications 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 support team who are ready to take your calls and assist with your queries. 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.





Frequently Asked Questions about the Service

Can I pay by Direct Debit?

Yes, please contact our Finance Team and we can email a direct debit mandate to you; email billing@glemnet.com.

How do I receive my bill?

All rental and call charges are on one invoice which is emailed each month. The invoice is supported by a PDF report giving a breakdown of the services charges and your itemised call statement in a csv file.

How often do I get billed?

We bill monthly. Calls are billed in arrears and rental for services is billed in one month in advance, unless agreed otherwise.

I have a billing query?

Please email billing@glemnet.com with all queries and the team will respond.

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.

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 yet 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.

Can I move other lines/numbers to Glemnet?

Transferring/porting your lines is a seamless transfer. Contact our Sales Team to get the ball rolling; sales@glemnet.com

I want to cancel a service?

Email into cancellations@glemnet.com or contact your account manager who will check your contract terms.

I want a new service/new hardware?

All new services will require a new signed contract through DocuSign. Please contact your account manager or the sales team for a quote on sales@glemnet.com





Where can I find the terms and conditions?

These can be found on our website <http://glemnet.com/terms-and-conditions>.

For all queries, you can contact our Customer Services Team or your Account Manager on sales@glemnet.com

Faults & Troubleshooting guide

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?
- iii) Check DND has not been accidentally turned on.

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?





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.





Support Process and Escalation Path

To log a Support issue or to escalate your fault as quickly as possible please follow the Support process and escalation path below, please allow 24 hours before you escalate to the next level.

Support	Customer Support	Provisioning	Sales
To log a ticket	support@glemnet.com 0208 639 0230 Option 3	provisioning@glemnet.com 0208 639 0230 Option 4	sales@glemnet.com 0208 639 0230 Option 1
Escalation Level	Customer Support	Provisioning	Sales
Level 1	Customer Support David Bowen +44 208 639 0265 dbowen@glemnet.com	Provisioning Presales Krystian Kubanski +44208 639 02248 KKubanski@glemnet.com	Sales Administrator Matt Armstrong +44 208 639 0254 marmstrong@glemnet.com
Level 2	Technical Support Manager Paul Thornton +44 208 639 0247 pthornton@glemnet.com	Provisioning Team Leader Charlie Kallas +44 208 639 0255 ckallas@glemnet.com	Sales and Marketing Manager Karl Knight +44 208 639 0276 kknight@glemnet.com
Level 3	Operations Director Kam Benning +44 208 639 0233 kbenning@glemnet.com	Operations Director Kam Benning +44 208 639 0233 kbenning@glemnet.com	Managing Director Neil Linter +44 208 639 0232 nlinter@glemnet.com





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 Ofcom (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.

Our Telecom 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 contact our Sales Enquires Team on 0208 639 0230 Option 1 or email sales@glemnet.com.

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website www.cap.org.uk.

Terms & Conditions

When you subscribe to a service from GLEMNET LTD, we will ask you to digitally sign a contract and view our Standard Terms and Conditions on our website <http://glemnet.com/terms-and-conditions>.

Should you require an additional copy of the terms and conditions these can be emailed to you or a copy posted to your address in large print.

If you have any questions, please phone our Customer Sales Team on 0208 639 0230 Option 1. We may carry out a credit check as part of our assessment procedures.

Cancellation

If you wish to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days of your order being signed. For cancellations after ten working days we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months or within the fixed term period contracted for, please call our Customer Service Team on 0208 639 0230. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by emailing our cancellations team at cancellations@glemnet.com or by calling our Customer Service Team on 0208 639 0230 giving us three months' notice.





Faults and Repairs

Please call our Support Team on 0208 639 0230 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 working days.

If required, we will discuss operational service levels for the following on a case by case basis:

activation of a new service

restoration following loss of service

keeping a pre-agreed engineer appointment

Compensation and Refund Policy

We do not offer compensation payments in any circumstances for failure to meet the service levels listed above.

Price Lists

Our pricing structure is available from our Customer Service 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 and email your invoice along with supporting documentation.

You can choose to pay us via a range of options including credit card, 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.

If you have difficulty paying your bill, please contact us on 0208 639 0230 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. In any event, you will be given 48 hours' notice of any decision to disconnect your services.

Moving Home or Office

Please call our Customer Service Team on 0208 639 0230 no later than 30 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number Porting

GLEMNET LTD recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. 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 Customer Service Team on 0208 639 0230.





Directory Entries

You are entitled to a Directory Entry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 0208 639 0230.

Complaints

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. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code here (<http://glemnet.com/glemnet-complaints-code/>). Alternatively, copies are available free of charge and on request from our Customer Service Team on 0208 639 0230

Services for People with Special Needs

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

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print for customers who have difficulty reading their bill

Copies of this Code are available in larger print on request.

Data Protection

We comply fully with our obligations under the Data Protection Act 2018.

Our Privacy Policy can be found at <http://glemnet.com/privacy-policy/>

Part 2 - Code of Practice for Premium Rate Service and Number Translation Service Calls

Purpose of this Code of Practice

This code informs you, our domestic and/or small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.





Premium Rate Services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3.60 per minute, or £6 per call or per text (including VAT) for 08 and 09 prefixes. Calls to 118 services can cost up to £15.98 per call plus a £7.99 per minute charge (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 0208 639 0230 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at www.psauthority.org.uk to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the "Useful addresses" section below.

Number Translation Services

Number translation services (NTS) are based on numbers that are normally prefixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as "follow me" type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 13p per minute or per call (including VAT). The access charge





is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Kam Benning on 0208 639 0230 and/or by email kbenning@glemnet.com who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Ombudsman Services.

Internet diallers

If you use the Internet via a dial up connection, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. Phone-paid Services Authority has been given responsibility for policing this type of activity and you can contact them via www.psauthority.org.uk to ask for help or to report examples of this type of abuse. For other ways to contact Phone-paid Services Authority, see the "Useful Addresses" section below. We can also help by barring calls to 09 numbers.

The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0845 070 0707.





Useful Addresses

The Ombudsman Services
3300 Daresbury Park, Daresbury, Warrington, WA4 4HS
T: 0330 440 1614
E: osenquiries@os-communications.org
W: www.ombudsman-services.org

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

Phone-paid Services Authority
40 Bank Street London, E14 5NR
T: 0800 500 212 or 020 7940 7474
E: info@psauthority.org.uk
W: www.psauthority.org.uk

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

Federation of Communication Services (FCS)
Provident House, Burrell Row, Beckenham, Kent BR3 1AT
T: 020 7186 5432
E: fcs@fcs.org.uk
W: www.fcs.org.uk



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