

## **Code of Practice**

**Rev 10 - 06/07/15**

### **1. About Us**

Entanet is a leading wholesale provider of voice and data communications services operating via a network of channel partners. Since our establishment in 1996, we have successfully maintained a commitment to innovation, striving to remain at the forefront of technological developments within the industry in order to deliver competitive, high quality services to our partners.

Entanet provides broadband, bonded xDSL, 2Mbps to 10Gbps Ethernet solutions, hosting and colocation services, IP telephony, traditional telecoms and bespoke connectivity solutions e.g. IP VPNs. Our solutions cater for a variety of markets from residential and SoHo to SME and corporate.

Entanet's team of experienced solutions and pre-sales consultants provide channel partners with technical, operational and commercial support and advice, helping them to design and implement bespoke connectivity solutions. All of Entanet's services are supported 24/7 by our UK based technical support team and our national next generation network is monitored 24/7 by our Network Operations Centre (NOC).

#### **Our Strategy**

We strive to remain at the forefront of innovation within the industry, taking a pioneering approach to the adoption and supply of new technologies and remaining channel focussed. This position provides us and our channel partners with a unique competitive advantage within the market.

An example of this strategy is our approach to 21CN, BT's next generation network. We remain the only non-BT company to have fully adopted WBC and IPStream Connect in order to deliver existing and new technologies across our own national next generation network. In July 2008 we became the first provider to offer 21CN based ADSL2+ services, providing our channel partners with a competitive market advantage and in January 2009 we became the first provider to utilise IPStream connect to operate solely via a single next generation platform.

#### **Customer Focus**

We are a channel focussed provider delivering voice and data connectivity services via a network of wholesale and resale partners. All Entanet services are supported by 24/7 UK based technical support, the network is monitored 24/7 by our NOC and we have a team of experienced customer service operatives on hand to help with all provisioning and administration issues. Additionally we provide dedicated partner account managers and have a team of experienced solutions and presales consultants on hand to provide advice and guidance on more complex connectivity solutions.

#### **The Entanet Team**

The teams outlined above are on hand to help you with any issues or questions you may have and will strive to provide as much assistance as possible.

### **2. The purpose of the Code**

The purpose of this Code of Practice is to provide full information about your relationship with us as a channel partner.

### 3. Contact details

Entanet's contact details can be found at <http://www.enta.net/>.

Entanet is a member of ISPA (<http://www.ispa.org.uk/>) whose contact details are as follows:

Internet Services Providers' Association, UK  
111 Buckingham Palace Road  
London  
SW1W 0SR

Telephone: (44) 020 3058 1240  
Fax: (44) 0871 594 0298  
E-mail: [admin@ispa.org.uk](mailto:admin@ispa.org.uk)

Entanet is regulated by OFCOM (<http://www.ofcom.org.uk/>) whose contact details are as follows:

Ofcom Contact Centre  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

Tel: 0300 123 3333 or 020 7981 3040  
Fax: 020 7981 3333  
Web: <http://www.ofcom.org.uk/contactus/>

### 4. General philosophy

Entanet aims to provide a high quality service at all times and we aim to treat our customers as fairly as possible.

### 5. Range of services

You will find full descriptions of all of the products and services available from Entanet at: <http://www.enta.net/>. If you have any specific queries please contact [partnersales@enta.net](mailto:partnersales@enta.net) or call 0330 100 0330.

### 6. Customer Service

#### 6.1 Ordering Products and Services

A large proportion of Entanet's services are ordered online via our secure partner portal. More complex solutions are ordered following discussion with our solutions team.

#### 6.2 Charges

Full tariff information is supplied as part of our contract of supply. Our terms and conditions are available from <http://www.enta.net/>. This information is also available on request from Entanet by calling 0330 100 0330.

The following payment methods are accepted: All major credit cards (except American Express), Debit Card (except Visa Electron), Cheque, BACS transfer, Standing Order and Direct Debit payments. Cash payments are not accepted.

Full itemisation is available on invoices.

All products and services are made as a single supply; your account may be suspended or closed if any sum due for a product or service is unpaid or is in arrears.

### **6.3. Faults**

Although we attempt to provide all customers with the best possible service, we can not guarantee that products and services will not experience faults. However, we will correct all reported faults as soon as we reasonably can.

If you experience a fault with your service, you should report it to our technical support team as soon as possible by telephoning 0330 100 3551 or e-mailing us at [support@enta.net](mailto:support@enta.net).

Where applicable, information about the target time to fix faults is covered in the Service Level Agreement for the product in question.

### **6.4. Complaints**

Entanet's complaint handling process can be found at <http://www.enta.net>. In the event that a dispute can not be resolved through the normal complaints procedure, complaints will be referred to our dispute resolution process. We are registered with CISAS and abide by their dispute resolution process as detailed at [www.cisas.org.uk](http://www.cisas.org.uk). They can be contacted via email to [info@cisas.org.uk](mailto:info@cisas.org.uk).

### **6.5. Terminating contracts**

We reserve the right to disconnect or suspend services in accordance with our terms and conditions, which can be found at <http://www.enta.net>.

Customers have the ability to cancel services and may notify us of service cancellation in writing (fax/letter).

Minimum term details and notification periods can be found in our terms and conditions at <http://www.enta.net>.

## **7. Your rights/obligations**

General terms and conditions can be found at <http://www.enta.net> and product-specific terms and conditions can be found obtained from your Entanet account manager.

You can find details on how we handle data protection in our terms and conditions.

## **8. Communication with customers**

Details on how we communicate with customers can be found in our terms and conditions.

Entanet adheres to marketing /sales guidance as dictated by OFCOM and ISPA. We will make all legal documents available (including this Code of Practice) via our website, in hard-copy paper format on request and we will cater for special needs requirements on request. We will endeavour to use plain English wherever possible.

## **9. Social Responsibility**

Provision for the protection or support of, and protection or support for, vulnerable groups - e.g. minors, disabled and elderly consumers - and our policy regarding malicious calls, is covered in our Acceptable Use Policy which can be found at: <http://www.enta.net>.

## **10. Approval and Review of Code(s)**

This code will be reviewed on a regular basis in accordance with OFCOM requirements.

### **Recent revision history**

01.07.09 – Contact details for Entanet International Ltd updated.  
01.07.10 – Updated 'About us' section and ISPA and Ofcom contact details.  
15.09.10 – CISAS contact information updated  
13.07.12 – SDSL removed

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06.07.15 –Contact phone numbers updated