

# Code of Practice

This code sets out a statement of how we conduct our business and provides information about our relationship with you.

## Introduction

NTE Limited is a B2B, Communications and Internet Services Provider. We provide a wide range of connectivity services including Fixed Lines and Calls, Mobile, Hosted Voice, SIP, Business Broadband, Leased Lines, Managed Internet, Network Security and Colocation Services. We also supply PBX and network hardware, engineering and maintenance services.

## About this code

This Code of Practice is written in response to the General Condition of Entitlement (GC) 14.2 and GC 14.4 (Codes of Practice and Dispute Resolution) as set out in sections 52 to 55 of the Communications Act 2003. It is designed to state publicly how we will act in the conduct of our business and it complements and should be read together with our General Terms and Conditions and Fair and Acceptable Usage policy. NTE is a business-to-business organisation and rarely conducts business with domestic consumers. Therefore, this Code of Practice is aimed at business customers.

## Our Services

- Business broadband
- GEA (Generic Ethernet Access)
- Ethernet First Mile (EFM)
- GPON
- Ethernet / Leased lines
- Managed Internet / WAN
- Network Security
- Colocation
- Hosted Voice
- SIP Trunks
- Mobile
- PSTN/ Multi-Line/ISDN2e/ISDN30e phone lines
- Inbound services / non-geographic numbers
- Select services
- Call conferencing
- PBX installation and maintenance

For further information or to order any of our products and services please contact us on 0345 034 6622, email [info@nte.works](mailto:info@nte.works) or visit our website [www.nte.works](http://www.nte.works).

## Prices and Tariffs

Service charges and rental prices are determined according to the contract term and number of services ordered. Standard rental and provisioning prices are available on request.

There are many different call tariffs dependent upon volume of calls and other separately negotiated criteria. In addition, tariffs are constantly changing. It is not therefore possible to publish a standard set of rates that would

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# Code of Practice

apply to all customers. For a copy of your own headline rates please contact our customer service department on 0345 034 6622 or email [support@nte.works](mailto:support@nte.works).

Maintenance prices are determined according to the type and age of equipment and the number of extensions in use. Hardware prices are available on request and quotations are valid for 30 days.

## Terms and Conditions

Any product or service sold by NTE is subject to our Standard Terms and Conditions, which is included in your Contract with NTE and a copy of which is available on our website [www.nte.works](http://www.nte.works). Please note that some services such as Managed Internet Access also have product specific Terms and Conditions which are supplementary and should be viewed in addition to the Standard Terms and Conditions of sale. Product specific Terms and Conditions will be included in your Contract with NTE where relevant. A copy of our Terms and Conditions are available on request from our Customer Services Department on 0845 034 6622 or email [support@nte.works](mailto:support@nte.works).

The minimum contract period (Minimum Period) for relevant services will be stated on your Contract. Where no contract period is specified on the Contract, our Terms and Conditions state that the minimum contract period is 12 months.

## Cancellation of services

Customers are entitled to cancel services in writing to NTE Limited at any time. For security, please email your request to [support@nte.works](mailto:support@nte.works) where your request will be logged, verified and actioned. You will be asked to complete and return a signed Cease Request Form which will allow NTE to correctly identify the services to be cancelled. The Cease Request Form must be signed by the owner of the services or their nominated representative. These measures are designed to protect our customers from accidental and malicious cease of service.

If you are unable to return the Cease Request Form for whatever reason, please contact our Customer Services Team to avoid incurring further charges. Alternatively, the bill payer can also write to NTE (see **Contact us** below) detailing the services to be cancelled.

You must give sufficient notice as per the Terms and Conditions of your Contract with NTE, or such a shorter period as we may agree. Reconciliation charges will be levied should you terminate a Contract during the minimum contract period. Please contact our Customer Services Team on 0345 034 6622 or [support@nte.works](mailto:support@nte.works) who will be happy to advise you.

## Switching providers

If you wish to keep your services, but switch providers, simply contact your new provider with the details of the services you wish to migrate, and they will manage the process for you. Reconciliation charges will be levied should you terminate a Contract during the minimum contract period. Please contact our Customer Services Team on 0345 034 6622 or [support@nte.works](mailto:support@nte.works) who will be happy to advise you.

## Customer service

NTE maintain the highest standards of Customer Service. Our experienced network team is on hand to offer advice and support at every step and to specifically tailor our products and services to suit your individual needs. We have carefully selected our suppliers to ensure that our customers receive the best quality service available. All calls are routed across Tier One network providers to ensure the highest call quality. We respond to all customer queries promptly and our dedicated team ensure resolution of issues is quick and to your satisfaction.

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# Code of Practice

## Compensation or refund policy

Upon notification of a billing error, we will immediately carry out an investigation, and if appropriate will issue a refund to the customer.

The full extent of our liability is clearly set out in our Terms and Conditions. NTE will review each case for compensation or refund on an individual basis and reach a decision based on the circumstances of that case. Where appropriate we will claim compensation on your behalf from our suppliers.

## Fault reporting and resolution

Should you experience a problem with any of our services, please contact us on 0345 034 6622 or raise a ticket to our monitored mailbox [support@nte.works](mailto:support@nte.works) at any time. During working hours (Monday to Friday 9am to 5pm, excluding Bank holidays) your call will be handled by the customer services and support teams. Outside of working hours the request will be handled by our out of hours support team.

Incoming customer fault reports for both network services and maintained equipment are logged immediately and are dealt with in order of priority. The level of service offered, and response times are constantly monitored to ensure customers receive a prompt, efficient and professional response to all enquiries. During office hours we aim to achieve a first response to all network service problems within one hour. For equipment maintenance we aim to achieve a first response time of four hours. For customers who require a faster than standard response we do have a range of additional service care packages. To discuss your requirements please contact your Account Manager or the Customer Services Team.

Please note that line faults are subject to Openreach response times and outside the hours of 8am to 5pm, Monday to Friday Openreach will only respond to a line fault logged by NTE where the customer has paid for an advanced care level. For more information about Care Levels please our Customer Services Team on 0345 034 6622.

We will keep you fully informed of the progress of any fault until resolution is achieved.

## Billing

Recurring bills are issued monthly by email and payment collected by Direct Debit 10 working days after the date of invoice.

Other payment methods and terms may be agreed by special arrangement. NTE reserves the right to charge the Customer a sum of £4.50 (ex VAT) per invoice where the customer chooses not to pay by Direct Debit or cancels a Direct Debit arrangement.

Monthly invoices and reports are delivered by email to the customer's chosen email address. Where paper billing is required NTE reserves the right to charge the Customer a sum of £2.50 (ex VAT) per invoice to cover the cost of paper, labour and postage in preparing the documents. Summary reports are issued with the monthly invoices. Fully itemised billing is available on request and may be chargeable. Please contact our Customer Services Team on 0345 034 6622 or email [support@nte.works](mailto:support@nte.works) to discuss your billing and payment preferences at any time.

## Non-payment

If you find that you are unable to make a payment within the 10-working day payment term, please contact our Customer Services Team on 0345 034 6622 to avoid any disruption to your service.

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# Code of Practice

If bills are not paid NTE will issue a reminder and attempt to contact you. A second letter follows this reminder and will provide two working days' notice of Restriction of Services. A third letter warning of disconnection of services will be sent out providing seven days' notice of disconnection of services. This process is designed to give you sufficient opportunity to settle your account before services are disconnected. Reconnection of services can only take place on full payment of the outstanding account and there will be a reconnection charge.

## Complaint handling process

We are committed to providing you with outstanding customer service and we want to ensure that we continuously listen to our customers, to understand their concerns and respond appropriately. We accept that things can go wrong on occasion, but we see these instances as an opportunity for us to set things right.

If you have a complaint or an issue, in the first instance please contact your Account Manager or our Customer Services Team.

By phone: 0345 034 6622

By email: [support@nte.works](mailto:support@nte.works)

By letter: Complaints: NTE Limited, 7 Camberwell Way, Moorside Park, Sunderland, SR3 3XN

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 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.

## Resolving your complaint

We will try to resolve your complaint quickly and efficiently, and always keep you informed. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible.

If you remain unhappy with the progress of your complaint or the resolution being offered, the Customer Services Team will escalate the complaint to a Company Director who will seek to resolve any remaining issues. You can also request that your complaint be escalated to a Company Director at any time. If we cannot resolve the problem, we will write to you to say so.

## Alternative dispute resolution process

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 The Ombudsman's Service.

The Ombudsman Service is there to resolve issues between communication providers and their consumer and small business customers. It is free to use their services, and they are totally independent – so they do not take sides. If you agree with their decision, then NTE will have to act on what they say. You do not have to accept their decision.

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.

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# Code of Practice

## Ombudsman Service contact details:

**Address:** PO Box 730, Warrington, WA4 6WU  
**Phone:** 0330 440 1614  
**Fax:** 0330 440 1615  
**Text phone:** 0330 440 1615  
**Email:** [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)  
**Website:** <https://www.ombudsman-services.org/sectors/communications>

If you have access to the internet you will be able to register your complaint online via the Ombudsman Services' website.

## Ofcom

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us. You can find useful resources on their website [www.ofcom.org.uk/phones-telecoms-and-internet](http://www.ofcom.org.uk/phones-telecoms-and-internet).

## How to obtain this Code of Practice

This Code of Practice is published on our website at [www.nte.works](http://www.nte.works). This code of practice may be obtained in hard copy by writing to us at the address below.

## Contact us

NTE Limited  
7 Camberwell Way,  
Moorside Park,  
Doxford,  
Sunderland,  
SR3 3XN

**Phone:** 0345 034 6622  
**Fax:** 0345 034 6601  
**Email:** [support@nte.works](mailto:support@nte.works)  
**Website:** [www.nte.works](http://www.nte.works)

Opening hours are Monday to Friday 09:00 to 17:00, excluding bank holidays. For out of hours fault reports please contact us on 0345 034 6622 or email [support@nte.works](mailto:support@nte.works) and you will be transferred to our 24-hour service team.

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