

## Introduction

This code provides information on how to contact Supanet, where to find information on Supanet services and what to do if you wish to make a complaint. We will ensure that the Code of Practice is kept up to date and relevant. The aim of this Code is to give you clear and relevant information. It does not affect your statutory rights, nor does it form part of your contract with us.

## About Supanet

Supanet is an Internet Service Provider established in 1998, going live with free internet access in March 1999. We are one of the fastest growing ethical ISPs and have registered over a million subscribers to date.

In 2010 Supanet was acquired by Supatel Limited, a Cypriot company, as part of a European expansion plan to promote and develop the Supanet brand in other EU countries. Supatel Limited (which trades under the name 'Supanet' has its registered office address at:

STADYL Building ,  
Corner Them,  
Dervis-Floris Street,  
CY-1065, Nicosia,  
CYPRUS

Peering with IP Tier 1 carriers, Supanet is a partner with the leading providers of telecommunication services internationally and operates multiple POP locations for resilience and redundancy

In 2010 Supanet entered into a reciprocal arrangement with Tpad Limited for the promotion of Tpad's VOIP services across Supanet's base in return for Tpad promoting Supanet Business products to Tpad customers.

The Supanet website can be found at [www.supanet.com](http://www.supanet.com) . Our UK support is outsourced to Total Care and Support Limited whose address is:

Supanet  
TCS Support Centre  
Time Technology Park  
Blackburn Road  
Burnley  
Lancashire BB12 7TW

## Contact details

Full contact details can be found at <http://www.supanet.com/help/contact-u>

For your information and in common with many service-related businesses, we may monitor and record calls to ensure quality of service is maintained and in order to serve you better. There are a number of different departments that handle specific issues. In order to get the most efficient service, it is recommended that all customers contact the department relevant to their specific query. The principal departments are

- **Billing** for all account, payment and termination enquiries  
Email: [salesupport@supanet.net.uk](mailto:salesupport@supanet.net.uk)  
Phone: 0845 120 4473 (calls charged at national rate, lines open Mon-Fri,8:30am-5pm)

Please note, no technical or set-up queries can be handled on this line.

- **Supanet Talk**  
Supanet Talk products are carrier pre-select (CPS) or residential voice tariffs for home telephone customers.  
For all account, payment and termination enquires on Supanet Talk products.Email: [salesupport@supanet.net.uk](mailto:salesupport@supanet.net.uk)  
Phone: 0845 120 4473 (calls charged at the national rate, lines open Mon-Fri,8:30am-5pm)

Please note, no technical or set-up queries can be handled on this line. For all setup, moving house and general queries relating to Supanet Talk products, please call: 0870 830 3122 (calls charged at the national rate, lines open Mon-Fri,9am-8pm)

Email: [talksupport@supanet.net.uk](mailto:talksupport@supanet.net.uk)

Should you experience a fault on your line please contact BT's fault repair service. Residential customers Freephone 0800 800 15124 hours a day, 7 days a week

Details of currently available Supanet Talk products, together with tariffs andFAQs, can be found at <http://www.supanet.com/tal>

- **Customer Support for Broadband connections**  
Broadband support for non-billing/account-related issues  
Phone: 0800 138 3521 (Calls to this number are free of charge, line is open Monday-Friday 9am to 8pm and Saturday 9am to 3pm)  
Email: [bbsupport@supanet.net.uk](mailto:bbsupport@supanet.net.uk)  
Broadband address or number changes  
Phone: 0800 138 3317 (calls to this number are free of charge, lines are openMonday-Friday 9am to 8pm and Saturday 9am to 3pm)  
Email: [addresschange@supanet.net.uk](mailto:addresschange@supanet.net.uk)
- **Customer Support for Anti virus, Fire wall and Parental Control software**  
Phone: 0870 830 3291 (calls charged at the national rate, lines open Monday- Friday 9am to 6pm)(Saturday and Sunday 9am to 3pm)  
Frequently Asked Questions may be found by visiting:  
[http://www.supanet.com/antivirus/av\\_fags/](http://www.supanet.com/antivirus/av_fags/)
- **Hosting support**  
Phone: 0870 830 3215 (calls charged at the national rate, lines are open Monday-Friday, 9am to 6pm)  
Email: [support@pulsewebhosting.com](mailto:support@pulsewebhosting.com)
- **Editorial for content and portal services**  
For editorial queries regarding content on the Supanet portal, or queries regarding content or interactive service partnerships,  
Please email: [theeditor@supanet.com](mailto:theeditor@supanet.com)  
You should allow up to two working days for a reply.
- **Sales of ISP, voice and software products**  
Sales hotline: 0800 915 8188 (freephone. Lines open 9am-8pm, Monday toThursday, 9am-7pm Friday)  
Sales email: [sales@supanet.net.uk](mailto:sales@supanet.net.uk) You should receive a reply within 24 hours on a working day.

- **Advertising**

For enquiries regarding advertising on the Supanet portal and affiliate partnerships, please email: [advertising@supanet.net.uk](mailto:advertising@supanet.net.uk)

- **Webmaster**

For non-editorial issues relating to the Supanet portal, such as broken links or inoperative services, please email: [webmasterteam@supanet.net.uk](mailto:webmasterteam@supanet.net.uk)

- **Abusive or offensive behaviour**

To report abusive or offensive behaviour that is against Supanet's Acceptable Use Policy, please email: [abuse@supanet.net.uk](mailto:abuse@supanet.net.uk)  
This email should be used to report abusive or offensive behaviour on Supanet message boards, in chat etc. The report will be investigated and appropriate action will be taken in line with our Terms & Conditions

- **Legal Department**

To contact our legal department, please email: [legal@supanet.net.uk](mailto:legal@supanet.net.uk)

### Terms & Conditions

Supanet has standard terms & conditions. There is a link at the foot of every web page on the Supanet portal to 'Terms of use'. This link includes full terms for the following, in PDF format:

1. Acceptable Use Policy <http://www.supanet.com/pdfs/acceptableuse.pdf>
2. Privacy Policy [http://www.supanet.com/pdfs/privacy\\_policy.pdf](http://www.supanet.com/pdfs/privacy_policy.pdf)
3. Terms & Conditions for broadband customers [http://www.supanet.com/pdfs/bb\\_terms.pdf](http://www.supanet.com/pdfs/bb_terms.pdf)

### Data protection

Supanet complies with all relevant data protection legislation. More information about this, use of cookies and so forth can be found in our Privacy Policy at the link provided above or by visiting [:http://www.supanet.com/pdfs/privacy\\_policy.pdf](http://www.supanet.com/pdfs/privacy_policy.pdf)

### Complaints

Our customer service advisors are trained to resolve customer complaints as soon as they become aware of them and should be the first people you contact (see sections 3 and 11). If there's anything you're unhappy with after contacting customer services you can contact our team in the following ways and we will attempt to resolve your complaint as quickly and effectively as possible.

Email: [complaintsdept@supanet.net](mailto:complaintsdept@supanet.net)

Post: Customer Complaints Department, Supanet, TCS Support Centre, Time Technology Park, Blackburn Road, Burnley, BB127TW.

Please include the following information to help us investigate your complaint fully:

- Your name & address
- Your telephone number
- Customer reference number

- The date the problem occurred
- The names of any representatives or team managers you may have dealt with
- The nature and reason for your complaint

We aim to reply to every complaint we receive by post to this address within 7 working days from receipt of the complaint however this may not always be possible due to circumstances out of our control.

### Dispute Resolution

We aim to provide an efficient and swift response to all customer problems. Problems that are unresolved will be escalated to the relevant department heads and managers until resolved. If you feel the response you have received has been inadequate or the problem has not been resolved, you may take further steps as detailed in our Complaints Policy. Supanet is also a member of Communications Ombudsman.

To find out how to register a complaint with Ombudsman Services, please visit [www.commsombudsman.org](http://www.commsombudsman.org)

### Communications Ombudsman

PO Box 730,  
Warrington, WA4 6WU  
Telephone: 0330 440 1614

Email: [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)

You may also find the following addresses useful:

### ISPA

Internet Service Providers' Association  
1 Castle Lane London,  
SW1E 6 DR  
Telephone: 020 7233 7234  
Textphone: 020 7233 7294  
Email: [admin@ispa.org.uk](mailto:admin@ispa.org.uk)  
Website: [www.ispa.org.uk](http://www.ispa.org.uk)

### OFCOM

Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA Telephone: 020 7981 3040 or 0300 123 3333  
Fax: 020 7981 3333  
Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### Phonepayplus

4<sup>th</sup> Floor, Clove Building,  
4 Maguire Street, London  
SE1 2NQ  
Telephone: 0800 500 212 or 020 7940 7474 (9am – 5pm, Monday to Friday)  
Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

### Minimum contract period

Minimum contract period of 12, 18 or 24 months applies depending on the service you take. However, it is possible to upgrade your service at any time subject to the commencement of a new minimum contract term.

Should you wish to move to another supplier within your minimum contract period, you can do so following payment of the outstanding balance of your minimum contract term. For broadband, ordinarily you will also need to pay back the connection fee that we paid to our wholesale telecoms provider in order to provision your line. This is laid out clearly in our Terms & Conditions. Where possible, we will provide broadband customers wishing to migrate to other ISPs with a MAC-code, meaning they can transfer their broadband service without losing connectivity or having to cease their existing broadband line

For no-ties products, where available, the minimum requirement is for a one-month notice of cancellation, again subject to relevant Terms & Conditions.

### Ordering Supanet services

Customers can order online by visiting [www.supanet.com](http://www.supanet.com), or alternatively contact us by telephone on freephone 0800 915 8188. Lines are open 9am-7pm Monday to Friday. Supanet does operate an outbound telesales team and customers may be contacted from time to time to be informed about offers, upgrades and new services, all of which will be subject to the appropriate distance selling regulations. Full details of customers' rights should be given at the time of purchase, including cooling off periods and other rights. Full details of products ordered and relevant Terms & Conditions will be sent in the post or by email.

Supanet services may also be sold through Supanet's approved partners. For details of current products and prices, please visit the Supanet portal and click 'Sign up', or contact a sales advisor. For details of Supanet Talk products currently available, please visit [www.supanet.com/talk/](http://www.supanet.com/talk/)

For a full list of available tariffs, including international charges, please visit: [http://www.supanet.com/talk/talk100/talk100\\_tariffs/](http://www.supanet.com/talk/talk100/talk100_tariffs/)

### Cancellation of Supanet services

If you wish to cancel any of your Supanet services please call 0800 915 8183. Lines are open 9am - 7pm Monday to Friday. All cancellation requests are subject to the relevant Terms & Conditions. For pay as you go accounts, you will only be billed for what you use, so simply stop using the service and you will cease to be billed. The cost of your pay-as-you-go connection will appear on the regular phone bill provided by your telecoms company. Supanet Talk products may be cancelled at any time subject to a notice period of not less than 30 days in writing to the address above, or by contacting the Supanet.Talk Billing Department on 0845 120 4473 (calls charged at the national rate, lines open Mon-Fri 8:30am-5pm). There is no termination fee applicable to Supanet Talk products so long as cancellation requests are made within the requisite notice period.

### Billing information

Payment for Supanet subscription services will be in advance, on or around the 7th of each month, directly from your bank or credit card (subject to charge) depending on your payment method. You can view your bill around 27th of each month by going to [www.showmybill.com](http://www.showmybill.com) Please note that the first collection will consist of one month advance billing plus a pro-rata charge covering the period from signup to the invoice date. As a result, your first bill only may be for an amount in excess of the standard monthly charge, notwithstanding any payments for hardware or connection charges. Thereafter you will be charged the standard monthly rate.

To change payment details, update credit card or direct debit details and so on, please visit [www.showmybill.com](http://www.showmybill.com). For all billing related enquiries, please contact the Supanet billing department on Email: [salessupport@supanet.net](mailto:salessupport@supanet.net). Phone: 0845 120 4473 (Calls charged at national rate, line open Mon-Fri 8:30am to 5pm)

Alternatively you can write to the Billing Department at the address given above.

Payment options for Supanet services include credit card for hardware payments and direct debit for monthly subscription services.

### Managing your account

Customers may access information about their account by visiting the following address: [www.showmybill.com](http://www.showmybill.com)

A Supanet username and password are required to log in.

This facility provides customers with the ability to carry out a range of functions, including:

- View current package details and pricing
- View up-to-date usage information
- Obtain anti-virus product keys (if registered for use on your account)

### Accessibility

This site conforms to level Double-A of the W3C [Web Content Accessibility Guidelines 1.0](#) including all [Priority 1](#) and Priority 2 checkpoints defined in the Guidelines. The web Content Accessibility Guidelines 1.0 explains how to make web content accessible to people with disabilities. Conformance with these guidelines help to make the web more accessible to users with disabilities and will benefit all users.

An audio reader compatible with IE4 and above and Netscape Navigator is available for free download at

<http://www.browsealoud.com/downloads.asp?dl=bl>

To order a copy of this Code of Practice in large font, please contact the Supanet legal department at the email address given above.

### Online Help

We aim to make it as easy as possible for customers with questions or problems to find the help they require online, either by visiting one of the web addresses already given or in our comprehensive online Help section. This area provides answers to Frequently Asked Questions, help with setting up connections and email settings and a large number of other common issues faced by users of ISP services.

The Help pages and tutorials can be found at <http://www.supanet.com/help>

Further more specific information and advice about broadband can be found by visiting <http://www.supanet.com/broadband/>

### Premium Rates Services (PRS)

Premium rate service calls are numbers that generally begin with 09, 118, 0871, 0872 and 0873. In the case of mobile services premium rate service calls are four or five-digit short access codes followed by a descriptive key word.

Premium rate services offer information and entertainment through a variety of media including phone, internet, mobile and TV. Services range from sports results, voting and adult entertainment to competitions, chat lines, horoscopes and business information services. Premium rate service calls are typically more expensive than standard calls and operate on the basis of generating revenue for the service provider.

On request, Supanet can offer a facility for barring calls to premium rate numbers by calling our Talk support line on 0870 830 3122

### Role of PhoneyPayPlus

PhoneyPayPlus regulates premium-rate phone numbers and services in the UK to protect the consumer through its code of practice. PhoneyPayPlus investigates complaints about the promotion and operation of services that involve the use of a telephone connection via a premium-rate number. PhoneyPayPlus has power to impose sanctions if the code of practice is breached. The premium rate service provider is responsible for complying with most of the obligations imposed by the PhoneyPayPlus code of practice.

### How to complain to PhoneyPayPlus

PhoneyPayPlus can only deal with complaints regarding premium rate numbers. Before submitting a complaint about a particular number, PhoneyPayPlus recommends that you visit its number checking facility about the number in question by using PhoneyPayPlus website [Here](#).

There are a variety of ways to submit a complaint to PhoneyPayPlus:

- if you have a hard copy of a promotion of the premium rate service you wish to complain about (e.g. a page from a magazine), you can make your complaint in writing, with a copy of the promotion, to: PhoneyPayPlus, FREEPOST WC5468, London, SE1 2BR
- by using PhoneyPayPlus' online complaint form, which can be found at [www.phoneypayplus.org.uk](http://www.phoneypayplus.org.uk)
- by calling PhoneyPayPlus' free helpline, on 0800 500 212, between the hours of 9.00am and 5.00pm, Monday to Friday, excluding bank holidays.

### Telephone Preference Service (TPS)

The Telephone Preference Service (TPS) is an opt-out register enabling people to register their wish not to receive unsolicited sales and marketing telephone calls. It is a legal requirement that companies do not make unsolicited sales and marketing calls to numbers registered on the TPS, unless they have your consent to do so.

You can register on the TPS free of charge by going to <http://www.tpsonline.org.uk/tps/> or by calling them on 0845 070 0707.

### Fax Preference Service (FPS)

The Fax Preference Service (FPS) is an equivalent register enabling people to register their wish not to receive unsolicited sales and marketing faxes. You can register on the FPS free of charge by going to <http://www.mpsonline.org.uk/fps/what/> or calling them on 0845 070 0702.

### Number Translation Services

Number translation service calls are calls to certain numbers identified in the National Telephone Numbering Plan as "special service" numbers. Such numbers are typically prefixed by "08", such as 0845, 0870 and 0800 Freephone numbers.

NTS numbers are used by organisations and individuals to provide a wide range of services, including sales lines, customer service/enquiries and recorded information services.

Our charges for certain number translation service calls can be found on our website <http://www.supanet.com/talk/tariffs/>

### Contact Us

If you have any queries or concerns about premium rate or number translation services or if you would like to discuss any charges for premium rate or number translation services found on your bill, please call Supanet Talk customer services on 0845 120 4473

### Availability of this Code of Practice

This Code of Practice is available free of charge on our website, [www.supanet.com](http://www.supanet.com). Alternatively, you can call Supanet Talk customer services on 0845 120 4473 to request a free hard copy.