



Code of practice for domestic consumers and small businesses having ten or fewer employees

Introduction to our company and services

Ecotel Networks (Ireland) Limited is an independent company that delivers bespoke 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 purpose of this code is to inform you in clear and helpful terms about our products, services, customer care policies and our standard Terms and Conditions.

How to contact us

Please contact our Customer Service Team or your Account Manager:

By phone: 0800 1519595

(From 9am until 5.00pm Monday-Friday)

By email: sales@ecotelnetworks.com

By fax: 02031377430

By letter: Ecotel Networks (Ireland) Ltd Office 1 Langford Lodge Business Park Largy Road
Crumlin Co Antrim BT29 4RT

Or via our website: www.ecotelnetworks.com

Our commitment to you

Our aim is to provide you with the highest quality of customer service. When we purchase services and/or equipment from wholesale provider(s), we choose those providers carefully seeking to ensure that you get a high quality service and supply. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our products and services

- Business mobile Connections (O2 /Vodafone/ EE /Three Network / Wireless Logic m2m
- IT Cloud - Windows 365 /
- IT Security
- Telephone System installation and Maintenance
- Hosted Telephony – Cisco hosted systems via 3rd party server's systems
- Network Services (SIP / PSTN / ISDN / CPS)
- Business Broadband & FTTC
- EFM & Leased Lines
- Software Consultancy

For more details on any of our products and services, or to place an order, please contact our Sales Team on 0345 450 4600.

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. We will assume that we have your permission to market our own equipment and services to you unless you tell us otherwise.

Terms and Conditions

When you subscribe to a service from Ecotel Networks (Ireland) Ltd , we will provide you with a copy of our Standard Terms and Conditions and the Supplementary Terms and Conditions that may apply to you (“Terms and Conditions”). You will be asked to sign a contract that is subject to the Terms and Conditions but should you go ahead and deal with us and accept supplies from us, we are entitled to treat the contract as made even where you have not yet signed it.

Credit Checks and security

We may carry out a credit check as part of our assessment procedures. We may refuse to provide equipment and/or services if we have reason to believe fraud or illegality is involved. Additional security may be requests from our mobile network partners.

Any bonds will be held via their accounts team and refunded via their own process terms.

Accounts team may request additional security for a new account set up and activation costs which are involved on all new services acquired by Ecotel Networks on the customer's contract terms. Internal Ecotel services for new customers with no Ltd Trading records.

Time to install

We aim to provide services as soon as possible after your original request, subject to the availability and installation of any equipment and, where applicable, lines and connections to your premises. If we need to carry out a survey of your premises or lay additional cabling additional time is likely to be needed and we will advise you of the revised timescales as soon as we can.

In any event our team is using BT/Virgin and other actual network suppliers whom may take additional time to install lines and Broadband services, there is not calculation wavier after

the order is fully commitment to the networks teams. All costs involved to Ecotel will be passed onto the customer.

Minimum Term

The minimum contract term for our services is 12 months and could be substantially longer depending on the terms that apply to your contract with us.

Mobile contracts and m2m terms will depend on the mobile contract 24 months' min

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 7 days after your order is placed. After 7 days, you will lose your right to cancel and we will charge for any work that we have done or money that we have spent, together with such charges as are due for the minimum term. We may also charge you a fee of £500. After the minimum term you can cancel any service by writing to us giving us notice to: Ecotel Networks (Ireland) Ltd Office 1 Langford Lodge business Park Largy Road Crumlin Co Antrim BT29 4RT

or by email to: sales@infinitygroup.co.uk

Faults and repairs

Please call our Customer Service Team on 0800 1519595 if you experience a fault with any of our services.

Compensation and refund policy

Applicable terms concerning refunds and compensation are set out in the SLA for Lease lines No claims can be made for standard mobile connections and landline products.

Price lists

If you've got a question about our prices or need information of our pricing structure, please contact our Sales team: sales@ecotelnetworks.com

We will write to you in advance if we change the pricing structure on your equipment and/or services.

Billing

We may bill you monthly, quarterly or annually. Equipment rental and service charges are usually billed in advance and call charges for the period that has just ended.

Payment will be collected either by direct debit, cheque or BACS. This is agreed at the start of your contract. If you wish to change your method of payment at any time, please contact our Customer Service Team.

We provide itemised bills free of charge as part of our service to you if you have requested us to do so.

You must pay your bill as soon as you receive it by making payment in full by the date shown on your bill. If you have difficulty paying your bill, please contact us as soon as possible on 0800 1519595 and we will try to find alternative arrangements to resolve the difficulty. Please let us know if you are likely to be away for some time. We will do all we can

to help our small business customers to manage their bills and avoid disconnection.

Disconnection

If we are entitled to cut you off and do so, we won't reconnect your service until we've got full payment of the amount you owe or until you have addressed the reason entitling us. We will also charge for reconnecting your line and you may have to pay a deposit or give us a guarantee as security for future payments.

If you don't address the reason or make the outstanding payment entitling us to cut off your service, we will end your agreement with us. We may also charge you for all your services for the full term of your agreement together with the costs we incur recovering any debt from you.

All COSTS INVOLVED FOR RECONNECTION: Customer will be charged all costs involved in reconnection for fixed telecom services and mobile services

If you are moving home or office

Please email our team today: sales@ecotelnetworks.com . In order that we have opportunity to arrange for you to have uninterrupted services, please ensure that you give plenty of notice to us of your proposed move. This can require up to 90 days' notice before your move date. We will amend your account and billing arrangements as necessary.

Number porting (if applicable)

Infinity Technology Solutions Limited recognise 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 but we are unable to guarantee that this will be possible especially where you do not own the number/s or you have changed to a new local exchange area. We will work with you to ensure that the services are switched over at a convenient and appropriate time.

Our team can and will provide alternative technology were BT or Virgin media can not provide a number port or number swap.