

Code of Practice

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Introduction

Southern Communications Data Services Limited (SCL-DS) is a provider of Internet communications, Networks Services, Cyber Security and Cloud Computing solutions to UK businesses. We are committed to offering a tailored design to address your specific business needs and priorities, a high standard of client support to all of our clients and fully managed services where applicable.

The purpose of this Code of Practice is to inform clients of the range of Services that we offer, and more importantly, to inform clients of the various ways that they can interact with SCL-DS. This Code of Practice also outlines what to do in the unlikely event that a client is unhappy with any aspect of their SCL-DS Service.

SCL-DS is a member of ISPA - the Internet Service Provider's Association. In addition to this Code of Practice, SCL-DS also abides by the ISPA Code of Practice, which can be found online at www.ispa.org.uk.

How to Contact SCL-DS

SCL-DS can be contacted by e-mail, telephone, fax or post.

Sales and General Enquiries

Phone: 01252 740800 option 1

Fax: 0845 366 2301

e-mail: ds-sales@southern-comms.co.uk

Technical Support

Phone: 01252 740800 option 2

Fax: 0845 366 2301

e-mail: ds-support@southern-comms.co.uk

Postal Address:

SCL-DS Services Ltd

SCL-DS House

Bourne Mill Business Park

Guildford Road, Farnham

Surrey, GU9 9PS

SCL-DS Services

SCL-DS Services delivered using best of breed products and services integrated into the SCL-DS core network to build and managed high performance, high availability, and flexible IT infrastructure solutions with lowest possible costs.

A full list of SCL-DS Services can be found on our website at www.southern-comms.co.uk or information on specific Services can be requested from the SCL-DS sales department which can be contacted via any of the methods outlined in the section of this Code of Practice entitled How to contact SCL-DS.

Service Promise

Our approach is to work with your internal IT and business staff to design the solution that is appropriate taking into account the needs for **performance, security, reliability and costs**. We will enter into a term agreement to provide services and hold regular Service reviews to ensure you are getting the Service is adaptable to your changing business needs. At the renewal of your agreement we will ensure you get the advantages of any improvement in Service capabilities or reduction of costs that emerge in our fast moving industry.

Sales

We enjoy a very consultative approach to sales to ensure we understand your requirements. If you are interested to receive a quote from SCL-DS please contact our sales consultants on 01251 740800 option 1 or email ds-sales@southern-comms.co.uk.

Service Delivery

Orders for SCL-DS Services can be submitted electronically by email or by post using the appropriate Service Order Form. Service Order Forms for all Services are available from the SCL-DS sales department. All Services are subject to SCL-DSs' standard Terms & Conditions and where appropriate SLA both of which are available from our website or by request from the SCL-DS Sales department. A SCL-DS sales representative will advise clients which documents are required to constitute an order for the required Service.

All Services are subject to lead time and for tail circuits may requires a site survey which in turn may require additional delivery charges . Clients will be advised of lead times and additional delivery charges for their chosen Service by their SCL-DS sales representative. Service lead times are subject to change and are therefore not published by SCL-DS.

Service Management

Requests for changes to a SCL-DS Service (for example password resets, username changes, DNS updates etc) should be submitted by e-mail to ds-support@southern-comms.co.uk and will be dealt with during normal business hours

Service Faults and Outages

SCL-DS will notify clients of major Service faults, outages and scheduled maintenance via email, the web site and on an automated phone message from the main telephone number 01252 740800:

Clients can inform SCL-DS of any Service Faults or outages by contacting the SCL-DS support ds-support@southern-comms.co.uk by any of the methods outlined in the section of this Code of Practice entitled How to contact SCL-DS. Clients will be issued with a ticket number to assist in tracking fault resolution. Clients should always be prepared to quote this ticket number when checking for updates on fault resolution.

Billing

Service billing varies depending on the Service type. Billing frequency and payment options will be outlined to the client on the appropriate Service Order Form. As a guide, SCL-DS can accept payment by:

Cheque

Bank transfer (BACS, CHAPS)

Direct Debit

Service billing frequencies depend on the Service type and payment method - monthly, quarterly and annual payment options are available.

SCL-DS issues invoices for all Services which are payable according to the terms stated on the invoice. Failure to pay an invoice after the due date may result in suspension or termination of Service. Further details on invoicing can be found in SCL-DS's Terms & Conditions of business.

SCL-DS invoices show the following information:

Customer Reference Number
VAT reference number
Invoice number
Invoice date
Service Description
Total cost for each item
Total invoice cost inclusive and exclusive of VAT.

Client Complaints

In the unlikely event of a complaint regarding any aspect of a SCL-DS Service, clients are invited to submit complaints in writing either by post or fax (to the address detailed in the section of this Code of Practice entitled How to contact SCL-DS) .In order for us to resolve complaints as efficiently as possible, we ask clients to include as much information as possible about their particular complaint:

Customer Reference Number (available on invoice)
Ticket Number (if appropriate)
Nature of complaint

We are committed to resolving client issues as swiftly as possible and assure clients that all complaints are monitored continuously by SCL-DS senior management.

Dispute Resolution

In the unlikely event that a client is dissatisfied with SCL-DS's response to a complaint and has been unable to resolve the issue with SCL-DS within 8 weeks of submitting a complaint in writing then the complaint may be referred for independent review. SCL-DS is a member of CISAS - the Communications and Internet Services Adjudication Scheme that is operated by the Chartered Institute of Arbitrators. CISAS will gather information from both the Client and SCL-DS and make an independent decision based on the information provided.

Should a client wish to raise a dispute with CISAS they should do so directly by contacting CISAS at the following address:

CISAS
The Chartered Institute of Arbitrators
12 Bloomsbury Square
London
WC1A 2LP

Further details on the Services offered by CISAS, and alternative ways of contacting CISAS can be found at the web address <http://www.arbitrators.org/cisas>

Data Protection

SCL-DS complies with UK Data Protection legislation regarding the handling of client data. SCL-DS Services Limited is a registered Data Controller. Our registration number is Z6305515.

Terms & Conditions

All Services are subject to SCL-DS's standard Terms & Conditions of Business. Acceptable Use Policy

SCL-DS requests that clients use SCL-DS Services in accordance with the Southern Communications Data Services Ltd Terms and Conditions Section 7.