

## Code of Practice

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## 1. Who we are

At Eclipse we are dedicated to providing you with an exceptional experience, from beginning to end. We have completely unscripted UK-based customer and technical service teams who are always on hand to answer questions, fix issues and give guidance on how to get the best from your service. We pride ourselves in keeping up-to-date with the latest advancements in technology and how our Connect, Cloud and Communicate portfolios can help you maximise their potential.

As part of the KCOM Group, we are able to combine our unique culture and market focus with the strength of a FTSE plc; this means that you will always be in safe hands. We promise to always do our best for our customers, to ensure that the solutions we provide fulfil your business needs and that you feel supported throughout the whole of your relationship with us.

## 2. Our services

Our range of products supports businesses of all sizes, from ADSL broadband to Fibre Ethernet internet and network connectivity options, wireless networks and HSCN connections; Office 365 and Hosted Exchange, plus a range of hosting options from managed hosted servers to colocation and our hybrid hosting platform; to fully featured fixed line and IP-based voice solutions like SIP Trunks and our SmartComms UC service. We also provide connectivity services, including voice and internet connections, to a number of residential customers.

## 3. Our terms and conditions

You can find our terms and conditions on our [website](#). To view the charges for your services please log-on to your account. Full details of all our current charges are available from our Sales team. Charges for our services may change from time to time.

## 4. Managing your service

### Provision – ordering service

When you apply for Eclipse services, we want to provide them to you as soon as possible. We will ask you to make an agreement with us. The agreement will be governed by our standard conditions, which tell you what you must and must not do. You can see them on our [website](#).

We aim to provide all services as soon as possible. Lead times will vary depending on the product ordered, and when you place your order we will provide an indication of the applicable lead time.

### Moving to a new address?

If you are about to move to a new address you should give us as much advance warning as possible. For more information on how to receive our services at your new address please call Customer Services on 0345 1224 333 if you are a business customer, 0345 1224 777 if you are a Partner or 0345 1224 111 if you are a residential customer.

### Cancelling service

If you want to end the service, please tell us as quickly as possible so that we can arrange to send you a final bill. If you do not tell us to end the service, we will continue to send you bills and you will remain responsible for the charges. Some of our contracts have a minimum term and you may have to pay an early termination fee if you cancel within that term. All of our services require 30 days notice to be given prior to cancellation. You can see full details of your minimum term in our conditions of service.

If you are transferring your Broadband or PSTN service to another provider you do not have to contact us. Your new provider will request that your service be transferred and you will receive a letter from us confirming the transfer and any early termination fees payable.

## Repairs

To report a fault with your service you should call 0345 1224 333 if you are a business customer, 0345 1224 777 if you are a Partner or 0345 1224 111 if you are a residential customer.

We are not responsible for faults on your equipment unless you bought it from us and it is within its warranty period. If our suppliers come out to repair a fault and there isn't one, or the fault is with your equipment, you may be charged a call-out fee by the supplier.

## 5. Sales Practices

Eclipse Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered and the services we offer will always be appropriate and relevant to your needs. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently. If you are dissatisfied you can choose to contact the person you spoke with directly, or alternatively speak with their line manager. We comply fully with all Ofcom rules concerning mis-selling. Further information can be found on our [website](#).

## 6. Paying bills

With the exception of payment due for one off items such as hardware, which will appear on your invoice alongside any standard monthly charges, we will bill you monthly or quarterly in advance (quarterly billing, available on request, to business customers only for selected products). Residential customers may pay their bills monthly via Debit/Credit Card or Direct Debit only. Business customers may choose to by the standard methods above or by invoice. We are entitled to withhold our services if your bank has not confirmed that the Direct Debit has been established. Payment by Credit Card will incur a small additional charge.

Your bills are available to view online when you log-on to your account. Or you may choose to be sent your bill by email as a PDF attachment. Should you wish to receive paper bills then you will have to pay a small charge in order to do so. If you require further information then please call 0345 1224 333 if you are a business customer, 0345 1224 777 if you are a Partner or 0345 1224 111 if you are a residential customer.

## Disconnection

If you cannot pay your bill please call 0345 1224 333 if you are a business customer, 0345 1224 777 if you are a Partner or 0345 1224 111 if you are a residential customer. Most of our customers pay on time. It is only fair to them to keep our costs down by insisting that bills are paid promptly. Nevertheless, in cases of genuine financial difficulty, we may be able to help perhaps by extending the time for payment or agreeing payments by instalments. You can find our Disconnection Policy [here](#).

We will only cease your service as a last resort. We will not cut you off for non-payment while there is a genuine dispute about an unpaid bill for services or charges, but only if you have paid for all charges that are not disputed. In these circumstances we will not disconnect you from the emergency services on 999 or 112.

## 7. Complaints

Our [Complaints Code of Practice](#) which is available on our website applies to complaints from residential and small business customers. It describes how we handle complaints, what happens if you are unhappy and escalate a complaint and provides details of your right to go to Alternative Dispute Resolution if you are dissatisfied with the outcome of your complaint. We are a member of the Ombudsman scheme for communications (Ombudsman Services: Communications "OSC") that has been especially created for use in the communications industry. A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

## 8. Premium rate and non-geographic service numbers

### Service Numbers

When you make a telephone call to a service number – one beginning 08, 09 or 118 – the cost of calling these service numbers will be made up of two parts:

**An access charge:** This part of the call charge is set by Eclipse and is charged as pence per minute.

**A service charge:** This is the rest of the call charge. The organisation you're calling decides this and will tell you how much it is in any advertising for the service.

This arrangement is called revenue-sharing. Most of the charge you pay for calls to these services goes to the service providers offering the content, product or services. Eclipse retains the access charge.

Depending on your package, calls to some or all of these numbers may be included in your inclusive call allowance. Where they are not, the access charge we retain will be separately identified on your bill. Our access charge for calls to all 084, 087, 09 and 118 numbers can be found on when you log-on to your account and you will also find details of the types of calls that are inclusive in your price package.

### Premium Rate Services

"Premium-Rate Services" ("**PRS**") are products and services that that you pay for through your telephone bill and include:

- calls to fixed line numbers which begin with 118, 087, and 09;
- SMS shortcodes which are five or six-digits long and usually begin with 5, 6, 7 or 8; and
- "charge to mobile" services, such as payments to app stores for content you have downloaded or for subscriptions you pay to access services.

They will appear as a separate charge on your bill or on your pay-as-you-go mobile usage statement. These services might provide access to recorded information, competitions, voting, chatlines and things that you can download such as ringtones or be used for charity donations.

### The Phone-paid Services Authority

The Phone-paid Services Authority is the UK regulator for content, goods and services charged to a phone bill.

Service providers offering PRS are responsible for complying with the Phone-paid Service Authority's Code of Practice which sets out specified standards of advertising, behaviour, decency etc. You can view the Code on the Phone-paid Services Authority website at <https://psauthority.org.uk/>. The Phone-paid Services Authority investigates complaints relating to PRS, including complaints about advertising and call charges and can impose penalties on PRS service providers where the Code is breached.

Similar services are available by dialling international numbers but these numbers are not regulated by the Phone-paid Services Authority. They can be very expensive and may contain sexually explicit content. If you are not sure whether a number is a premium-rate number, a UK number, or an international one, please call contact us and ask for help.

### How to bar access to PRS numbers

We provide the option for you to bar access to premium rate services. You can prevent calls to all UK premium rate numbers. The barring may be a total block or you can choose one that allows you to block and unblock by dialling a Personal Identification Number we give you. You can also choose to block national or international calls. For more details on how to restrict calls from your phone, or how to change an existing restriction, please contact us. Services advertised with a 00 prefix (international calls) will still be available unless you have barred them; these may include uncontrolled adult services overseas.

### **Disputes about PRS numbers on your Bill**

If there are PRS numbers that you do not recognize on your bill, please contact us and we will attempt to resolve your query. The Phone-paid Services Authority also provides a facility on its website where you can check a PRS number on your bill if you are unsure of it. The number checker can be accessed here <https://psauthority.org.uk/>

### **Complaints about premium rate services**

What we can do for you:

- Provide information on general questions about premium rate services.
- Deal with number-checking requests through the facilities provided on the Phone-paid Services Authority website at <https://psauthority.org.uk/>
- If available, provide details of the service provider for the premium-rate service number so that you can contact them direct for a refund.
- Provide information about the prices for calls to any premium-rate service number on our network.
- Provide basic information about how premium rate services work, including whether the calls in question were on our own network or on the network of another provider, together with a basic explanation of how revenue share works.
- Provide information about how you can bar calls to all or specific premium-rate numbers from your phone line.
- Provide information about how 'internet diallers' work and how you can identify and take action (such as improving your computer's security), to avoid similar problems in the future.
- Provide information on other options available for getting refunds in cases of abuse or problems involving premium rate calls.

### **How to complain to the Phone-paid Services Authority**

If you have a complaint about a particular service that you think is regulated by the Phone-paid Services Authority, you can send them a formal complaint. There are various ways of doing this:

- By using the Phone-paid Services Authority online complaint form which can be found at <https://psauthority.org.uk/>
- By calling their helpline on 0300 303 0020 from 9:30am-5pm, Monday-Friday excluding bank holidays. Calls will cost no more than a geographic 01 or 02 call.
- By writing to them at Phone-paid Services Authority 25th floor, 40 Bank Street, London, E14 5NR.

## **9. Nuisance Calls**

We have taken action to help prevent nuisance calls getting through to our customers but we may not be able to prevent all nuisance calls from occurring. If you are receiving nuisance calls please report them to us and they will be investigated. We are also happy to provide advice on actions you can also take to prevent nuisance callers.

If you do not wish to receive unsolicited marketing calls or faxes from companies and organisations you can register with the Telephone Preference Scheme (TPS) and Fax Preference Scheme (FPS). It is an offence for organisations or companies to continue to make unsolicited calls to individuals or businesses who have registered their details with the scheme. You can register for the TPS and FPS at <https://www.tpsonline.org.uk> or by calling 0845 070 0707.

## 10. Our contact details

The following numbers will be useful if you need to report a fault, require Technical Support, or if you need to speak to our Customer Service or Sales Teams:

<b>Business customers</b>	<b>0345 1224 333</b>
<b>Partner customers</b>	<b>0345 1224 777</b>
<b>Residential customers</b>	<b>0345 1224 111</b>

Calls to 0345 numbers are charged at national rates.

You can also contact us through our website [here](#).

Or write to us at:

**Eclipse**, Osprey House, Osprey Road, Exeter, Devon, EX2 7JG