



# CODE OF PRACTICE

## INTRODUCTION TO THUS

THUS plc provides communications solutions to business customers throughout the UK under the THUS and Demon brands.

## PURPOSE OF THE CODE

This Code of Practice is intended for our residential and small business customers. It explains what products we offer you, how to purchase those products, the standard of service you can expect from us, and how you can complain if you feel that we have not met that standard of service.

The Code of Practice will be reviewed on an annual basis or following any significant event which materially affects its content.

This document can be supplied, upon request, in either larger print or Braille.

## THUS PRODUCTS AND SERVICES

THUS provides a portfolio of services which covers voice, data and internet products. Our internet services for residential and small businesses customers are sold under the Demon brand. For full details of our products and services visit our web sites, [www.thus.net](http://www.thus.net) and [www.demon.net](http://www.demon.net), or contact your account manager.

Our services to residential and small business customers include:

### **Demon Broadband**

Demon Broadband provides business and residential users with a permanent, high-speed connection to the Internet using a BT analogue phone line, and allows you continue making and receiving standard voice calls using a traditional telephone while you are online. You can purchase these services online via the Demon website.

### **Demon Super Showroom**

Demon Super Showroom connects your business to the Internet via a high speed ISDN line. If you want fast, reliable dial-up Internet access for up to five hours each day, Demon Super Showroom is the solution for you.

### **Demon Superstore**

Demon Superstore offers a comprehensive range of Leased Line solutions. You can connect to Local Area Networks, Wide Area Networks and the Internet via a fast, permanent connection. You have high speed access with the confidence that your connection is always open and ready for business.

### **Ethernet Portfolio**

THUS' Ethernet service is a portfolio of high-speed Metropolitan or National Ethernet service that allows UK companies to link sites through private Ethernet connections operating at the same high speed as their office network. THUS Ethernet provides businesses with a cost-effective alternative to expensive leased lines to link their offices and local area networks (LANs) across Metropolitan (MAN) and UK networks, breaking the last mile and geographical barriers.

### **Open Access Business**

Open Access Business is a flexible indirect access telephone service providing a cost effective solution to your business telephony needs. The simplicity and speed of implementation, and comprehensive call analysis capabilities offered by Open Access Business gives small and medium sized businesses choice and control.

### **Call Control**

Call Control enables you to offer your customers 0800, 0845 or 0870 numbers, improving both your service offering and your profitability.

### **Advanced Server Hosting**

THUS' Advanced Hosting Solutions have been designed for organisations whose websites require the highest level of reliability / availability, functionality and performance, but who don't want the financial and operational burdens associated with managing their own hardware, software, dedicated Internet connections and technical staff.

## CUSTOMER ENQUIRIES AND ORDERING

For enquiries, product information or to order or amend your services, please call or visit our websites:

### **THUS-branded products**

Freefone: 0800 027 0505  
Website: [www.thus.net](http://www.thus.net)

### **Demon-branded products**

Freefone: 0800 027 3737  
Website: [www.demon.net](http://www.demon.net)

You can order certain standard products online or over the telephone from one of our sales advisors. For other products or complex solutions a visit from a THUS account manager and technical sales engineering support may be necessary.

## CONTRACT TERMS

Before we provide you with any product or service we will expect you to sign our standard contract. A typical contract will consist of: an Order Form; Standard Product Terms and Conditions; and (if applicable) Bespoke Solution Terms and Conditions.

Terms and Conditions for Demon products, including any minimum contractual periods, are available at: [www.demon.net/helpdesk/](http://www.demon.net/helpdesk/)

## NUMBER PORTABILITY

Number portability is a process which allows customers to keep their existing phone number when moving between different telephone operators. THUS offers this service on geographic (eg 01356) and non-geographic (eg 0845) numbers.

Please contact your Account Manager or our Customer Services Department for further details.

## FAULT HANDLING

THUS has a proactive approach to fault detection, identification and clearance and we typically identify most network faults before we receive any customer reports. This enables THUS to locate and clear the problem more effectively, reducing the impact of any fault on our customers.

If you do encounter a loss of service or fault on equipment managed by THUS, you can contact THUS using the following numbers:

THUS Fault Line: **0800 027 0000**  
Demon Fault Line: **0845 272 2555**

A number of products have dedicated contact numbers that are issued to you at the point of service activation that allow you to reach appropriate expertise quickly and efficiently.

## BILLING

You will be notified of any price variations in accordance with your contract for the products you have purchased.

THUS can provide itemised billing, upon request, with a sufficient level of detail to allow you to verify and monitor your use of the Service.

Invoices will indicate a due date when payment must be made. This is 30 days from date of invoice unless otherwise indicated in your contract.

Your payment options are specified in our offer of service. These will normally include cheque, credit/ debit card, direct debit or BACS. Please contact your Account Manager or our Customer Relations Department if you wish to discuss the payment option best suited to your needs.

If you do not pay your invoice on time, we will send a reminder. If we do not receive payment by the date on your reminder, further action will be taken by our debt team and we may withdraw your service.

Should you have any difficulties in making payments, please contact our Customer Services Department or your Account Manager.

### CUSTOMER SATISFACTION

THUS employs an independent, fully accredited, company to conduct monthly Customer Satisfaction Surveys. This allows us to assess our performance under both routine and out-of-the-ordinary circumstances. The results are used internally to assist in performance improvement initiatives.

### CUSTOMER COMPLAINTS

THUS strives continually to improve the way we serve our customers. We can handle your service issues in various ways, ranging from quick complaint handling to acting on customer feedback from direct contact and satisfaction surveys.

If you wish to make a complaint, you may do so using the following channels and procedures:

In the first instance you should register your complaint with Customer Services via the following:

#### If you are a Demon customer:

**Telephone:** 0845 272 233; or  
0845 272 2666

**E- mail:** [customerservices@demon.net](mailto:customerservices@demon.net)

**Post:** Customer Services  
Demon  
Gateway House  
322 Regents Park  
Road  
Finchley  
London  
N3 2QQ

**Text Chat:** (This is a live  
online chat service)  
<http://demon.net/helpdesk/textchat/index.shtml>

**Customer Service**  
**Opening Hours:** 8am- 8pm Monday-  
Saturday (Including  
Bank Holidays)

#### If you are a THUS customer:

**Telephone:** 0800 027 0000  
(Corporate  
Customers)

**E- mail:** [cmc@thus.net](mailto:cmc@thus.net)  
(Corporate  
Customers)  
  
[smcustomerservices@thus.net](mailto:smcustomerservices@thus.net)

**Post:** Customer Services  
THUS plc  
1-2 Berkeley Sq.  
99 Berkeley Street  
Glasgow  
G3 7HR

#### Opening Hours:

The Corporate Customer Services Team are available 24 hours a day, 7 days a week.

The SME Team are open Monday to Friday 8am – 6pm.

#### Website Content

If you wish to complain about content hosted by one of our customers please report it to [legalnotice@demon.net](mailto:legalnotice@demon.net) or via fax: 0870 052 2740

#### Unresolved Complaints

If you are unsatisfied by the response you may request that your complaint is escalated, whereby you will follow our internal escalation procedure until you receive a satisfactory, or final response.

#### Further Escalation

If you are still not satisfied at our final response you may refer your complaint to the Telecommunications Ombudsman, where they may choose to investigate on your behalf. Details of the Telecommunications Ombudsman can be found below.

#### DATA PROTECTION

We are committed to protecting any personal information we may hold about you. THUS will never use your personal data in such a way as to breach the Data Protection Act or any other relevant UK legislation.

We are also committed to protecting the privacy of visitors to all web sites. Our policy can be viewed at [www.thus.net/privacypolicy](http://www.thus.net/privacypolicy). This policy

applies to all web sites operated by THUS (but not to customer web sites hosted by THUS) except when they explicitly state otherwise. This policy may change from time to time, without notice.

### ACCEPTABLE USE POLICIES

In common with other service providers, we have acceptable use policies (AUPs) which specify the standard of behaviour we expect from you when using our services. If you breach these AUPs we will bring this to your attention. Serious or persistent breaches of our AUP may result in withdrawal of your service. Copies of Demon AUPs may be found at:

[www.demon.net/helpdesk/](http://www.demon.net/helpdesk/)

### FRAUD

THUS recognises the impact that fraud may have on its own business and on that of its customers. We have invested in an advanced neural database system to monitor our network with a team dedicated to identifying and combating fraudulent activity.

We are willing to discuss and provide as much information as required in the area of detection of fraud, crime or other illegal acts, which may affect your business with THUS.

THUS operates a zero tolerance policy in relation to criminal and/or inappropriate activity. We will prosecute to the full extent of the law any crimes perpetrated against THUS or any of its business partners.

If you wish to discuss matters of security or fraud please contact:

**Group Security Risk Manager**

Tel: 0141 566 3367 or email:

[security@thus.net](mailto:security@thus.net)

### QUALITY POLICY

THUS' objective is to be the pre-eminent alternative telecommunications provider for business customers in the UK.

We aim for excellence in all we do, and set our standards of performance to consistently exceed our customers' expectations.

Our culture is performance driven but focused on quality service. We are committed to our ISO 9000 approval as a fundamental element of our management procedures.

### PROBLEMS YOU MAY ENCOUNTER

### Malicious Calls

Our Customer Services Department are able to offer guidance and advice on how to cope with malicious calls by following some simple procedures, which may prevent further calls of this nature.

### Child safety on the internet

Our Safe Usage Guide provides useful guidance to parents for their children's Internet use [www.demon.net/guides/](http://www.demon.net/guides/). While Demon recommends these security measures, due to the complex nature of the internet and legislation, no ISP can currently guarantee full protection against illicit material contained on the internet. Therefore, in addition to using protective software, we strongly recommend good parental guidance as the safest protection against obscene material.

### CUSTOMER CANCELLATION

The ability to cancel your Agreement depends on the Service which you have purchased and the Terms and Conditions applicable to that Service. If you are unsure as to your cancellation rights please contact either your Account Manager or our Customer Service Department for further details.

### EXTERNAL ORGANISATIONS

#### OTELO

OTELO, the Office of Telecommunications Ombudsman is an independent company providing free of charge complaint investigations. Otelo

is approved by the communications regulator, OFCOM.

#### Contact Details

Otelo  
PO Box 730  
Warrington  
WA4 6WU

Tel: 0845 050 1614  
Fax: 0845 050 1615  
[Web: www.otelo.org.uk](http://www.otelo.org.uk)  
[Email: enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

#### OFCOM

OFCOM, the Office of Communications, is the new regulator for the converged communications industry. If your complaint has not been resolved by us or by Otelo, or you require further information on the role of Ofcom, please contact:

#### Contact Details

Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA

Tel: 020 7981 3000  
Fax: 020 7981 3333  
[www.ofcom.org.uk](http://www.ofcom.org.uk)

#### ICSTIS

If you have a complaint about premium rate services you should contact ICSTIS, the Independent Committee for the Supervision of Standards of Telephone Information Services. ICSTIS is the industry-funded regulatory body for all premium rate charged telecommunications services.

It regulates the content and promotion of services through a Code of Practice. ICSTIS investigates complaints and has the power to fine companies and bar access to services.

ICSTIS investigates complaints about any promotion or service involving the use of a telephone connection (including Internet or interactive TV) to make a premium rate call. Examples are:

- Services which start with the numbers 090 xxxx
- Directory Enquiry (DQ) services operating on 118 xxx
- International services commencing +00 xx and which involve adult entertainment
- SMS text messages charged at a premium
- Information services (such as traffic and weather report services) on mobile telephone short codes

#### Contact Details

ICSTIS  
Clove Building, 4 Maguire Street,  
London, SE1 2NQ  
or  
ICSTIS  
FREEPOST, WC 5468,  
London SE1 2BR

Freefone: 0800 500 212  
Fax: 020 7940 7456  
Web: [www.icstis.co.uk](http://www.icstis.co.uk) (online complaint form)

THUS continually reviews content to ensure that the information contained within this document is correct at time of publishing, but does not accept liability for any error or omission. Due to the continual development of THUS products and services, published information may not be current. We therefore advise that you check the latest position either online at [www.thus.net](http://www.thus.net) or via our Customer Services Department.

<b>How to contact us</b>	<b>Telephone</b>	0800 027 58487
	<b>Fax</b>	0141 566 3010
	<b>Email</b>	<a href="mailto:CustomerRelations@thus.net">CustomerRelations@thus.net</a>
	<b>Web</b>	<a href="http://www.thus.net">www.thus.net</a>
	<b>Registered Office</b>	1/2 Berkeley Square 99 Berkeley Street Glasgow, G3 7HR
	<b>Registered in Scotland No:</b>	SC192666