

Airband Code of Practice

1 Introduction

Airband Community Internet Ltd is an Internet Service Provider: providing internet services for both business and residential properties.

2 Contact Details

Postal address: County House, St Mary's Street, Worcester, WR1 1HB

Telephone: 01905 676121

Email: office@air-band.net

Website: www.airband.co

3 Terms and Conditions (including Prices and Tariffs)

3.1 Our Services

Wireless Broadband provision. More details and information about Airband's services can be found at www.airband.co.

3.2 Pricing Information

Residential prices start from £10.00 per month (inc. VAT) and Business prices start from £40.00 per month (ex. VAT). Prices are variable and correct at the time of this code being published. Payment is taken in advance and installation costs apply.

3.3 Access

Products can be ordered online at www.airband.co for residential customers, or from www.business.airband.co for business customers. Business customers can also phone our sales line on 0800 035 0025 or email business@air-band.net.

3.4 Contract Conditions

3.4.1 All initial contracts are over a period of 24 months.

3.4.2 Early termination charges may apply to those that terminate within the minimum contract period.

3.4.3 After the minimum contract period has ended, all customers are subject to a 30day cancellation period.

3.4.4 Services can be cancelled via email to office@air-band.net or via letter to Airband Community Internet Ltd, County House, St Mary's Street, Worcester, WR1 1HB.

4 Customer Service

Correspondence Address: County House, St Mary's Street, Worcester, WR1 1HB

Registered Address: The Old Police Station, Church Street, Swandlincote, Derbys, DE11 8LN

Company Number: 07114545

4.1 Compensation or Refund Policy

We work in a fair and ethical way in ensuring that our customers receive fair and satisfactory compensation for any loss of service. We will work with individual customers to provide the agreed level of compensation or refund.

4.2 Complaint Handling Process

Airband Community Internet is keen to deliver the best possible service. Should you have an issue with any aspect of our products or services there are a number of ways that we can try to resolve your query.

4.3 Technical Problems

Before making a complaint please ensure you run through these recommended steps:

STEP 1

Before anything else, it's worth checking our Network Status Page (home.airband.co/support/network-status) to see if the problem stems from a network issue. If there is a problem, we can ensure you that our engineers will be on the case and working to fix this as soon as possible.

If there is no fault in your area, follow the steps below to try and determine what's at fault.

STEP 2

There's a chance that the problem may be with your router, so it's worth rebooting. Switch it off for 10 seconds and then switch it back on. You might be surprised – in a lot of cases this solves the problem!

STEP 3

If rebooting your router doesn't work, this step will help you to identify whether the fault lies internally or with the radio.

Unplug the router and connect your PC or laptop directly to the outside radio. You can do this by connecting your PC network cable to the small black box (labelled with 'Power Active') via the LAN port. This connects via a cable to the outside radio. DO NOT disconnect the power from the small black box as this can cause faults to the outside radio.

Once connected, see if you can access the internet on your PC or laptop. If you can, then the problem is likely to be a faulty router, and you will need to contact the router's manufacturer.

STEP 4

If you still have no internet connection once your PC or laptop is plugged directly into the radio, then it may be our radio that is at fault and you will need to contact us.

Call our office on 01905 676121 and speak to a member of our technical team.

Please note that our telephone number is answered by a customer support team during office hours (9am-5.00pm) who will endeavour to solve your issue. Outside office hours you can leave a message which will be picked up by an on-duty engineer. Our support team will do an initial analysis of your connection ready for the engineers to organise a visit to your property or carry out remedial work.

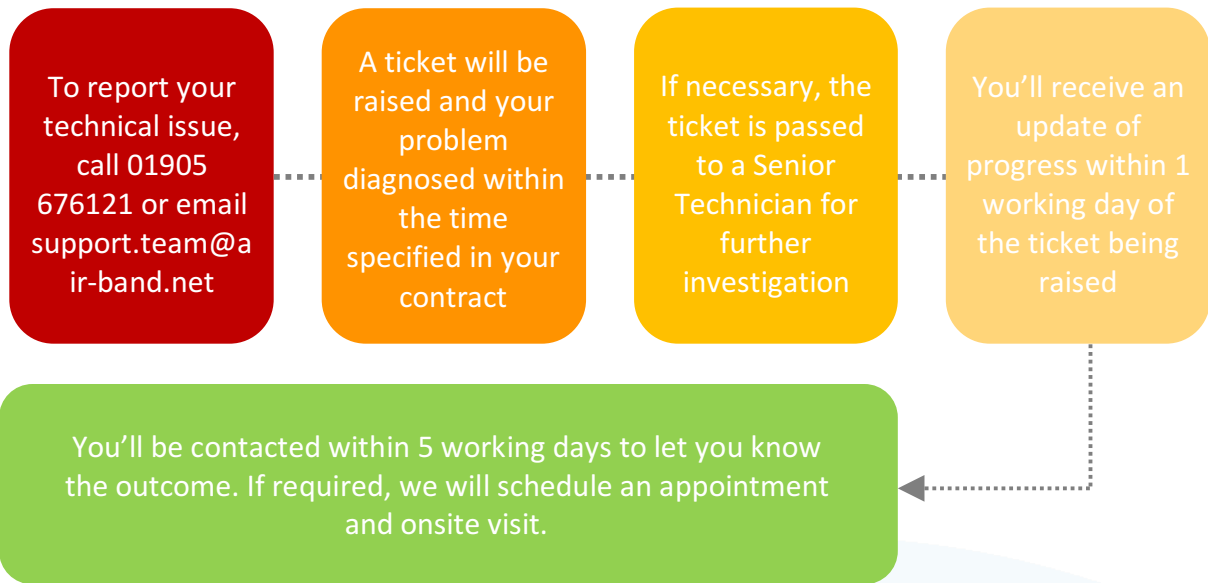


Figure 1. Reporting a Technical Issue

4.4 Accounts Problems

Please email accounts@air-band.net with the nature of your problem and you will be contacted within 3 working days to try to resolve your issue.

4.5 Taking Your Issue Further

- 4.5.1 If you have run through the steps outlined above and are still unhappy with the resolution, your first course of action should be to speak to us by telephone, or alternatively email your problem to office@air-band.net, and we will endeavour to resolve your query there and then. If the suitable support staff are not available to resolve your issue, arrangements will be made for us to call you at the earliest opportunity. Our Customer Service team always investigate issues efficiently with a focus on customer service and a friendly attitude and approach.
- 4.5.2 If you are not satisfied with the outcome, we would ask you to fill in a complaint form. Please request this from our office either by email (office@air-band.net) or by telephone (01905 676121). Once completed, please send to Airband Community Internet Ltd, County House St Mary's Street Worcester, WR1 1HB. On receiving the completed complaints form our Office Manager will respond by email or phone call depending on the most appropriate communication method, acknowledging all written complaints as soon as possible from receipt. We aim to resolve customer complaints as quickly as we can, however, if further investigation or correspondence is required, we will contact you within 5 working days. If appropriate, the issue will be escalated to a director. We will aim to come to a resolution within 28 days.
- 4.5.3 If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Ombudsman services, an independent alternative dispute resolution scheme. More details can be found here: www.ombudsman-services.org. Alternatively, if more than 8

weeks has passed since you first made your complaint, please contact the ADR scheme directly.

5 How to Obtain this Code of Practice

This Code of Practice is published on our website at both home.airband.co and www.business.airband.co. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

6 Additional Information

The is Code of Practice has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's website at: <http://stakeholders.ofcom.org.uk/telecoms/codes-of-practice/broadband-speeds-cop/consumer-guide/>.