



Code of Practice



Vispa's Internet Service Code of Practice

Vispa provides a range of products and services suited to the needs of home, small and medium sized businesses. These include:

The Vispa Internet Service, which has been designed especially for Vispa customers takes the confusion out of choosing a reliable Internet Service Provider (ISP). It provides e-mail facilities, web space for personal websites, and a range of other useful services and information.

This code provides information on:

- * Vispa ISP Service
- * Our customer service
- * Charges
- * Suspension and disconnection of our ISP service
- * Complaints
- * Additional service features
- * Communicating with customers
- * Social responsibility
- * How to contact Vispa
- * Other contact details

To use the ISP Service, you must agree to our latest Terms and Conditions and Code of Practice.

To subscribe to our ISP Service, contact Vispa on 0844 979 8888, alternatively visit the website on www.vispa.net

Things we don't do

Our ISP Service is available only on a standard BTOpenreach line or equivalent CPS service. Unfortunately, this means our ISP Service is not available to cable customers.

The ISP Service is designed for both residential and business use. You can only use your registered BT telephone number when using the Vispa ISP Service. If you change this number, your service can take up to 21 working days to re-install and additional broadband activation charges will apply.

Our customer service

We always aim to provide excellent service for our customers and to deal with any complaints in a fair and impartial manner. Our standards and procedures are outlined below. These include how to proceed if, on occasion, you feel we have let you down.

Terms and Conditions

We have standard Terms and Conditions for our ISP service, shown on our website at www.vispa.net

We aim to install the ISP Service on your telephone line(s) within 14 working days of accepting your application. If we have to refuse your application, we will let you know.

Changes to your details

When you call to tell us of any changes to your details, or to inform us that a customer has died, we aim to amend all our records immediately. When you write to us about the same matters, we aim to amend all our records within five working days of receiving your letter.

Cancelling your service

You may cancel your ISP Service by writing to us by post, email or fax.

You have the right to cancel your ISP Service without penalty if we decide to increase our prices.

If you do not wish to accept a price increase, you must write and tell us within 14 days of our telling you about the increase. We will then cancel your ISP Service and will not apply the increase to your final bill.

The ISP Service takes up to one month to cancel. You remain responsible for all calls & charges made on your line(s) until the service is cancelled.

We may cancel your ISP Service immediately. If we do this, we will write to you by email or at the address on your application form, or any address you later register for billing purposes. The cancellation will be effective from the date stated in the letter.

Customer service helpline

We currently provide a customer advice and technical helpline from 9am to 6pm Monday to Friday. This excludes Christmas Day, Boxing Day and Easter bank holidays.

Calls cost standard local rate (correct at time of publication). You can contact the technical helpline on 0844 979 8888.

We also believe you should be able to talk to people rather than machines, and will try to answer your calls as quickly as possible.

Our replies to correspondence

We will aim to act on or reply to all correspondence within five working days of receipt.

Our quality of service and repairs

If a fault occurs, we would advise you initially to contact our technical services helpline on 0844 979 8888. This is currently available from 9am to 6pm Monday to Friday. This excludes Christmas Day, Boxing Day and Easter bank holidays. Calls cost Local Rate (correct at time of publication).

Alternatively, e-mail support@vispa.net for assistance. Our target time for fixing your faults is no more than 24 hours and usually we will be able to resolve them over the phone.

If a problem affects a large number of customers, such as a server problem or system failure, our target time for fixing the fault is no more than 24 hours.

Please note that, in the event of a fault like this, we do not back up individual customers' e-mails or personal webspace. This means you could lose information in the event of such a fault. We suggest you save information locally as well as on our systems.

Charges

Payment details

You can pay your charges for the ISP Service each month by Direct Debit or using your Debit or Credit Card.

If we cannot debit our charges to your account for any reason, you agree to pay them immediately on request.

Charges from Vispa

Please check our website at www.vispa.net for our up-to-date rates, or contact our customer services team on 0844 979 8888.

All prices quoted include VAT unless otherwise stated.

You are responsible for all calls made using your number(s). We will generally send you a bill for all calls made from your line(s) within 30 days of the end of each month.

If you have a query on your bill, please call our customer services team on 0844 979 8888. If we find a mistake on your bill, we will adjust it or credit a refund to your account.

If you question any charge on your bill, our customer service team will initially look into it and refer details to our accounts team for detailed checks.

If you question any charge on your bill, you do not have to pay that part of the bill while dispute procedures are being followed.

If you are not satisfied with our response to any dispute, please follow our complaints procedure.

If you are late in paying or refuse to pay your bill, Vispa reserves the right to charge interest at four percent above Barclay's published base rate until we collect the payment.

Other charges

While you are using our ISP Service, you will also need to pay all your normal charges for telephony services to

BT or any other service provider. This includes charges such as line and equipment rental, service charges and any calls that are not routed through our service.

If you suspend your line rental with BT, this can result in BT cancelling your Vispa ISP Service.

Your line rental charge to BT includes payment for maintenance cover. Please refer to the BT Customer Service Guarantee for details of its guarantees and availability. We are not responsible for any charges incurred by BT maintenance or fault repairs. If either BT's equipment or your telephone is faulty, we are not responsible for any charges incurred in putting it right.

Suspension and Disconnection

Suspension

We will always try to warn you of any suspension to our ISP Service. However, we may have to suspend it at any time without being able to give you prior notice. This would be for reasons beyond our control, such as maintenance or an act of government.

We may need to suspend your service to protect ourselves or other customers, in cases where we detect that you have a virus. We understand that customers rarely use such software maliciously or even knowingly, but ring support, who will explain why suspension has taken place and advise you what needs to be done to restore normal use.

We may also suspend your ISP Service in circumstances of unusual use. This may happen, for example, where the number of calls or charges for calls has increased significantly and we suspect that someone may be defrauding you. We would always try to contact you before taking such action.

We will try to minimise the inconvenience caused by any suspension of your ISP Service, but we are not responsible for any financial loss you may suffer as a result.

There is no charge for reconnection of the ISP Service after suspension.

Disconnection

We reserve the right to disconnect you from the ISP Service after two consecutive months of non-payment of bills sent to your email address. However, if you are having difficulty paying the bill, please call our customer services team on 0844 979 8888.

If we are about to disconnect you, we will write to you giving you final notice and the date of disconnection.

If you receive a final notice and wish to continue using the ISP Service, please contact our customer services team on 0844 979 8888 as soon as you can.

If we disconnect you from our ISP Service, we reserve the right to refuse reconnection to you and your address.

If you are disconnected by mistake, we will not charge for reconnection, but it may take up to 21 working days.

Complaints

If you have a complaint about any aspect of the Vispa ISP Service, please call our customer services team on 0844 979 8888 or email complaints@vispa.net

If the team cannot resolve the complaint, please contact:

The Customer Relations Manager
Vispa Internet Limited
The Courtyard
160a Moss Lane
Altrincham
Cheshire
WA15 8AU

Vispa is committed to customer service. We will try to resolve any complaint or dispute to your satisfaction as quickly as possible. If we do not do so, please contact:

Board of Directors
Vispa Internet Limited
The Courtyard
160a Moss Lane
Altrincham
Cheshire
WA15 8AU

We will reply to all complaints within five working days of receipt. We will give you a full explanation or, where appropriate, an update.

If our investigation of a complaint takes more than five working days, we will keep you updated of its progress. There will be no more than 10 working days between updates. You will also be given a named Vispa contact who is responsible for your case. This person will give you updates on the progress of your complaint.

Arbitration of disputes

If you and Vispa cannot agree whether we should uphold a complaint, you can refer the dispute for arbitration by the Communications and Internet Services Adjudication Scheme (CISAS).

You can contact the CISAS at the number and address below. Please note that CISAS will normally only accept a complaint if either:

- we have sent you a letter stating that we are unable or unwilling to resolve your complaint to your satisfaction when we will remind you that the CISAS arbitrate; or
- we have not sent you such a letter within eight weeks of when you first put your complaint to us.

CISAS provides a free arbitration service for existing and prospective customers, independently investigating unresolved complaints in accordance with the terms and conditions shown at www.cisas.org.uk

CISAS can be contacted at:

ISAS
24 Angel Gate,
City Road,
London
EC1V 2PT

Tel: 020 7520 3827
Fax: 020 7520 3829
E-mail: info@cisas.org.uk

Refunds

If we can identify errors on your charges or bill, we will refund the relevant charges on your next bill. Vispa will not refund any charges incurred on your line caused by BT or other operators' maintenance. When we make a refund for disputed calls to specific numbers, we will normally bar future calls to that number or a similar range of numbers. This includes premium-rate services.

Communicating with customers

We communicate with our customers in various ways including telephone, through our website at www.vispa.net, letter and e-mail.

Where appropriate, we comply with the requirements of the:

- Telephone Preference Service
- Mailing Preference Service
- Fax Preference Service
- Advertising Standards Authority
- Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS).

For details of how to contact these bodies, please see the end of this Code of Practice.

The latest version of our Code of Practice is available on our website at www.vispa.net. If you would like a printed copy, please contact our customer services team on 0844 979 8888.

Code of practice review

This code is reviewed regularly, as required by the regulator. Customers will be informed of any changes to the Code of Practice. Code of Practice effective date - 14/06/05

Please note that all previous versions of this code are replaced by this version from the effective date. If you continue to use the service after two weeks from being informed of any changes, we will assume that you have accepted these changes.

Data protection

We may share personal data about you with our other group companies and our agents at Vispa. We keep this information securely on our computers to give you high standards of service when administering the products you buy from us and when contacting you about offers and services that may interest you.

We may also use this data for assessments of our business performance, statistical analysis and to carry out market research. We may send you information by post, telephone, fax or e-mail about other products and services which may interest you, unless:

- you contact us or use the regular opportunities we give you to state which channels and products you do not wish to use or hear about, or
- you tell us you prefer not to receive direct marketing.

Social responsibility

Accessing or transmitting unlawful material

We recognise that our customers wish to access as wide a range of communications and information on the Internet as possible, and we do not wish to restrict this access. However, we do not knowingly permit the transmission of, or access to, material that the UK authorities regard as unlawful.

We transmit a vast amount of information daily, so we cannot monitor everything that passes through our system. We believe it is for the original content provider to ensure that the material it puts on the Internet is lawful, and we do not limit access to material unless the authorities notify us that it is unlawful.

In the UK, the Internet Watch Foundation (IWF) coordinates the monitoring of unlawful material. The foundation is supported by UK ISPs, the Department of Trade and Industry and Police Authorities. If the authorities regard information as unlawful, the IWF informs ISPs like us, and we take steps to prevent access to it.

If you feel that any site breaches UK law, you should contact the IWF hotline and draw its attention to the site. You can see details on www.internetwatch.org.uk and at the end of this document.

We reserve the right to suspend or terminate your ISP Service if it is used in any way that we, in our sole judgement, consider to be inappropriate, offensive or undesirable or if there is a chance of infringing the right of any third party.

Recommendations for children

If children sometimes use your computer, we suggest that you:

- do not allow them to have unsupervised access to the Internet or to know your password; and
- consider downloading and running an application that allows you to restrict access from your computer to certain areas of the Internet. The IWF provides a guide to safe surfing, as well as guidance for parents and children.

You can see this information at:

www.internetwatch.org.uk

How to contact Vispa

If you wish to transfer to the Vispa ISP Service, please call our ISP sales team on 0844 979 8888 between 9am and 6.00pm Monday to Friday.

If you need technical assistance or encounter any problems, please call our technical services helpline on 0845 868 9887 between 9am and 6.00pm Monday to Friday. This excludes Christmas Day and Easter Day. Alternatively, e-mail support@vispa.net for assistance.

If you need advice, information or help, please call our customer services team on 0844 979 8888 between 9am and 6.00pm Monday to Friday. If you have a complaint about the Vispa ISP Service, please call 0844 979 8888 or contact in the first instance:

The Customer Relations Manager
Vispa Internet Limited
The Courtyard
160a Moss Lane
Altrincham
Cheshire
WA15 8AU

To improve our customer service, we may monitor and record calls made to us about customer services and sales.

Other contact details

Office of Telecommunications (Ofcom)

If any complaint you have is not resolved through Vispa, you have the right to contact Ofcom:

Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Telephone: 0845 456 3000 or (020) 7981 3040
Fax: 0845 456 3333
Textphone: (020) 7634 5370

Or you can visit Ofcom's website at www.ofcom.org.uk to lodge your complaint.

Other useful numbers

ICSTIS

ICSTIS is the Independent Committee for the Supervision of Standards of Telephone Information Services. It is the industry-funded regulatory body for all premium-rate telecommunications services.

ICSTIS
4th Floor
Clove Building
4 Maguire Street
London, SE1 2NQ

Main switchboard: 020 7940 7474
Fax: 020 7940 7456

Complaints about premium-rate services and/or their promotions can be made on their free helpline: 0800 500 212 (9am to 4pm Monday to Friday).
Or by post to:

ICSTIS
Freepost WC5468
London SE1 2BR

You can also make complaints and enquiries by e-mail to: secretariat@icstis.org.uk

Telephone Preference Service (TPS)

This service helps you to make sure your telephone is no longer available to organisations that may call you with offers and information you do not wish to receive.

Tel: 0845 070 0707 (lo-call rate number), Fax: 0845 070 0706, e-mail: tps@dma.org.uk

Or you can apply online at www.tpsonline.org.uk Fax Preference Service (FPS): This service helps you to make sure that your fax machine is no longer available to organisations who may fax you with offers and information you do not want.

Tel: 0845 070 0702 (lo-call rate number), Fax: 0845 070 0705, e-mail: fps@dma.org.uk

Or you can apply online at www.fpsonline.org.uk Mailing Preference Service (MPS): Registering with

the MPS will stop most unsolicited consumer advertising material addressed to individuals personally and delivered to their home address by post. Tel: 020 7291 3310, Fax: 020 7323 4226, e-mail: mps@dma.org.uk, Web: www.mpsonline.org.uk

Advertising Standards Authority (ASA):

The ASA is the independent, self-regulatory body for non-broadcast advertisements, sales promotions and direct marketing in the UK. It aims to make sure that advertisements are legal, decent, honest and truthful.

Telephone: 020 7492 2222
Fax: 020 7631 3051
e-mail: enquiries@asa.org.uk
Web: www.asa.org.uk

The Internet Watch Foundation (IWF):

The IWF works in partnership with ISPs, telecoms companies, mobile operators, software providers, Police and Government, to minimise the availability of unlawful Internet content, particularly child abuse images. It recommends that people report unlawful content via its website or voicemail.

Web: www.internetwatch.org.uk

Communications and Internet Services Adjudication Scheme (CISAS)

CISAS is an Ofcom-approved scheme that individuals and small businesses (one with 10 or fewer employees) can use to settle their disputes with companies that are members of the scheme ('member companies').

ISAS
24 Angel Gate,
City Road,
London
EC1V 2PT

Tel: 020 7520 3827
Fax: 020 7520 3829
E-mail: info@cisas.org.uk