

# hSo: code of practice

This Code of Practice is for your information and is written in line with the regulatory body (OFCOM) requirements. Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between hSo and you as a customer, unless expressly stated.

The hSo Code of Practice aims to provide: -

1. An introduction to hSo and our Services;
2. Information on our core products;
3. Customer service information;
4. Contractual information and advice on obtaining pricing and tariff details;
5. Information about obtaining our tariff and pricing information;
6. Our contact details;
7. Our dispute resolution process and information on how to access our independent dispute resolution service;
8. Information and contact details for Ofcom, the telecommunications regulatory body and a general description of its role;
9. How to obtain copies of this Code;
10. Privacy information; and,
11. Additional information and contact details for other telecommunications services which we feel may be of use to you.

## 1. Introduction to hSo and our services

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hSo is the trading name of HighSpeed Office Limited, a company registered in England and Wales under registration number 3935705. hSo provides telecommunications and information technology services within the UK to business customers. Its primary area of focus is currently London and the South East.

## 2. Our core products

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hSo offers a range of managed voice and data services. This section gives a brief description of hSo's core products and services. Note that these services are subject to availability and may be modified from time to time or withdrawn.

1. **hSo:VOICE** offers direct and indirect local, long distance, mobile and international calls. Delivered over resilient and reliable carriers, hSo:VOICE gives you dependable services at highly competitive prices.
2. **hSo:VOICE+** is a flexible, feature-rich managed voice service designed to help you reduce your capital and operating expenditure. It offers direct calls at highly competitive rates along with numerous functionality options. hSo:VOICE+ relies on the best Tier 1 carriers so is resilient and secure.



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3. **hSo:ACCESS** is an Internet service which caters for the most demanding of professional users. Providing always-on dedicated Internet access with a fully managed service, it affords our customers total peace of mind.
4. **hSo:VAULT** is a managed remote back-up solution for companies of all sizes. Using secure online connections, hSo:VAULT leaves no room for the errors that can occur from traditional tape back-up. hSo:VAULT delivers automated back-up anywhere on your LAN as well as distributed environments across WAN connections. Your information is stored in our data centres, but you have instant access to your data and super-fast recovery should disaster strike.
5. **hSo:DSL** (Digital Subscriber Line) is a range of broadband services to suit the demands of all professional users. All hSo DSL services offer high-speed PC or Ethernet connections which can be tailed to your needs giving adaptable Internet access. hSo DSL services may be contended or uncontended depending upon your requirements. Our DSL services, in conjunction with hSo:VPN also allow you to link up home and offices to create a single, secure network.
6. **hSo:CONNECT** is a supremely versatile Local Area Network (LAN) service. It provides an infinitely flexible link for your colleagues and collaborators by connecting multiple sites together. hSo:CONNECT is a fully managed service affording you total peace of mind.
7. **hSo:GLOBAL ACCESS** provides Internet access for your staff wherever they are. Your staff can stay in touch by dialling into any one of 2,500 Points-of-Presence in more than 40 countries worldwide.
8. **hSo:HOSTING** employs a range of industry-leading hardware and software to provide a premium quality hosting service. Ideal for mission-critical web-based applications, and for data-driven dynamic websites.
9. **hSo:CO-LOCATION** Centres located in The City, Docklands and Thames Valley offer resilient rackspace with extra features to ensure added security. They provide the facility to store your hardware off site, but also offer excellent connectivity options to ensure you have access to what you want, when you want it.
10. **hSo:EMAIL+** is an application hosting service that provides a fully networked implementation of Microsoft Exchange offering an always-on mission critical service with impressive functionality.
11. **hSo:FIREWALL** is an indispensable network security service that couples hardware and software to protect users from cyber-crime. Providing always-on dedicated Internet security with a dependable, fully-managed service, you can be sure your network is secure.
12. **hSo:VPN** (Virtual Private Network) is an alternative to leased lines allowing you to extend your company's private network over the Internet. hSo:VPN offers you operational network

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connectivity giving you an affordable way to improve real-time collaboration with suppliers, colleagues and clients.

13. **hSo:EMAIL SHIELD** is an Internet service which provides safeguards for email - a mission-critical application. Using always-on dedicated scanners, it helps prevent data and productivity loss, damaged reputations and legal liability.
14. **hSo:DOMAIN REGISTRATIONS** We provides domain registration services for most domains. In addition we transfer an existing domain to our control as well as provide SSL certificates for hosted web sites.

Due to the bespoke nature of some of our solutions, hSo can arrange for a consultant to ensure that you receive the best solution for your requirements.

Customers then contract with hSo for their chosen services by signing a Customer Order Form with terms and conditions and service level agreements.

## 3. Customer service

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### **Fault Management**

Faults can be reported to our Customer Service Centre (contact details appear under paragraph 6 below) free of charge, 24 hours a day, 365 days a year. Engineers attend and work on faults between the hours of 8.00am to 6.00pm excluding national and public holidays, unless you have purchased our Platinum service, in which case engineers will attend and work on faults, 24 hours a day, 365 days a year.

### **Billing/Billing Errors and Refunds**

hSo takes invoicing seriously. When invoices are prepared they are checked against contracted pricing and, where relevant, the recorded usage to ensure the invoice has been calculated correctly. If you have a query relating to your bill, please contact our Customer Service Centre at the number listed in paragraph 6 below. Should your request require escalation, it will be forwarded to our Accounts team for resolution.

In the unlikely event that you have been overcharged or where you become entitled to a credit under our service level agreements, we will promptly either raise a credit to your account, or issue you with a refund by cheque.

### **Compensation**

Most hSo services are covered by service level agreements under which compensation may be payable to you in the event that prescribed performance targets are not met. Customers should receive relevant service level agreements with their order forms and contractual information. Additional copies may be obtained by contacting us using the contact information set out in paragraph 6 below. Our DSL based services generally do not carry compensation-bearing service level agreements.



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## **Difficulties in Paying an Invoice**

If you envisage problems or delays in payment of invoices please contact us as soon as you become aware of the difficulty.

Depending on the circumstances, hSo may be able to make arrangements to ensure your services continue and are not terminated nor suspended.

## **4. Contractual information including how to terminate contracts with hSo**

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Standard contracts with hSo contain 12 month Initial Periods. Tailored agreements may contain shorter or longer terms.

You can terminate any order with us upon thirty day's notice in writing hSo. If you cancel within the Initial Period however, early termination charges will generally apply.

If you wish to cancel a contract you may do so in writing to our main office at the address given under paragraph 6. You may also email notice of termination of a contract to your account manager.

## **5. Pricing and tariff information**

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The prices of the majority of our services are tailored for each customer and are dependent upon required specification of service, capacity, resilience levels and, often, distance (e.g. leased line services). Prices of usage based services such as Vault, Email Shield and IP transit are also dependent upon volumes committed to.

We keep our voice tariffs and DSL prices under regular review and work with our suppliers to lower prices where possible. Our current voice and DSL tariffs are available for customers to view at our office at the address below. Customers may also request copies of these tariffs from our Customer Services Centre.

## **6. How to contact us**

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If you need advice, information or assistance on any products and services or in relation to this Code of Practice, you may wish to speak directly with your account manager. Alternatively you may contact us as follows;

Main office (and registered office) address:

hSo  
50 Leaman Street  
London E1 8HQ

Telephone numbers:

**Customer Service Centre**



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**(24 hour Customer Support): 0870 112 1122.**

Main office: 020 7847 4500

Fax: 020 7847 4599

Other contact information:

Service and support email: [support@hSo.co.uk](mailto:support@hSo.co.uk)

Sales email: [info@hSo.co.uk](mailto:info@hSo.co.uk)

Website: [www.hSo.co.uk](http://www.hSo.co.uk)

## **7. Dispute resolution/complaint handling**

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We are committed to providing you with excellent customer service. However, in the event that you are not satisfied with the manner in which we are handling an issue that you have brought to our attention, we have a comprehensive complaint handling procedure, which includes escalation to independent agencies in the event that you are unhappy with the outcome of a complaint.

When you contact our Customer Services Centre (email [support@hso.co.uk](mailto:support@hso.co.uk) or telephone on 0870 112 1122 or 0207 847 4500) to make a complaint, a customer service consultant will try to solve the problem as quickly as possible and preferably during your phone call. hSo will endeavour to answer all customer complaints within five business days of receipt. Where this is not possible, we will agree a course of action with you. Please note that invoicing queries may take a little while to resolve.

If you are not happy with the response you receive, you may ask for the matter to be escalated to the appropriate senior manager for further investigation. The senior manager will endeavour to answer all customer complaints escalations within five business days of receipt.

We believe that it is in your and our best interests to try to resolve any dispute without outside assistance, and you may be assured that we will devote sufficient resource to attempting to resolve any issues that may arise between us. However, if we have not resolved your complaint to your satisfaction after 14 days or if you have received a letter from us saying that your complaint has reached “deadlock”, you may wish to refer your complaint to an independent third party dispute resolution service. hSo is a member of the Office of the Telecommunications Ombudsman (OTELO), OTELO is an Ombudsman Service for public communication providers and their customers. They provide a free and independent dispute resolution service that has been approved by OFCOM. OTELO investigates complaints by listening to both parties and pursuing the facts. Its decision is binding upon us, but not upon you.

OTELO may be contacted at the following address:

### **Office of the Telecommunications Ombudsman (OTELO)**

Ombudsman Services: Communications  
PO Box 730

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Warrington  
WA4 6WU

Telephone: 0330 440 1614  
Fax: 0330 440 1615  
Email: <http://www.ombudsman-services.org/contact-us-communications.html>  
Website: <http://www.ombudsman-services.org/>

## 8. About OFCOM

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OFCOM is the regulator for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services. OFCOM may be contacted at the following address:

### **Office of Communications (OFCOM)**

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

Telephone: 0300 123 3000 or 020 7981 3000  
Fax: 020 7981 3333  
Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

## 9. How to obtain this code of practice

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This Code of Practice is published on our website at <http://www.hso.co.uk/legal>. Additional copies are available on request and free of charge to any domestic and small business customer. hSo is committed to making every reasonable effort to supply this Code of Practice in a format that meets the needs of our customers, If you require hard copies, electronic versions, or alternative formats, including large print or braille, please contact our customer service centre on 0870 112 1122.

## 10. Privacy

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We know that privacy is very important to our customers and we aim to respect and protect that at all times. Please read our privacy statement available on our website at <http://www.hso.co.uk/legal>.

To ensure that privacy is protected, hSo has a strict policy of not selling our customer details to outside marketing agencies.

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## 11. Additional information

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This 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/>

## 12. Other useful contacts

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### **Telephone Preference Service**

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.

Register on line at: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)  
Telephone: 0845 703 4599

### **Fax Preference Service**

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.

Register online at: [www.fpsonline.org.uk](http://www.fpsonline.org.uk)  
Telephone: 020 7323 4226