



Thank you for choosing Giniex for your cloud communications solutions.

This document contains the following information:

- **Contact information**
- **About Giniex**
- **Frequently asked questions**
- **Faults & troubleshooting guide**
- **Escalation path & support process**
- **Consumer code of practice**

Giniex is a brand owned by Glemnet Ltd. Glemnet is a company established for 17 years in the UK technology and telecommunications market providing cloud communications solutions including:

Microsoft office 365, dynamics 365 CRM, Dropbox business
Symantec security, acronis off site data storage and many other cloud solutions

Contact: web: www.glemnet.com e: info@glemnet.com t: 0208 639 0230

Contact information

Postal Address

Glemnet Limited
Unit 1, 2 Thayers Farm Road
Beckenham
Kent
BR3 4LZ

Contact Numbers

0208 639 0230

Option 1 – Sales/Account Manager
Option 2 – New Sales Enquiries
Option 3 – Customer Support Team
Option 4 – Provisioning
Option 5 – Finance Department

Out of Hours Number - 0208 639 0239

Fax Number - 0208 639 0231

Contact Emails

Customer Support Team – support@glemnet.com
Billing / Account Enquiries – Billing@Glemnet.com
Sales Department – sales@glemnet.com
Website – www.giniex.co.uk

About Giniex

Glemnet is an independent service provider of telecom cloud it managed services to businesses of all sizes, from start-ups, through to SMEs and large enterprises. We have a wealth of knowledge and are highly experienced in deciphering the perfect solution for differing communication needs. We pride ourselves in being innovators and solution builders which allow us to take your business challenge and provide a solution that will inherently better your current set up.

We offer comprehensive provision of the following solutions:

- Business IP telephony systems and it networks.
- Wholesale fixed line rental and calls packages.
- Mobile voice and data solutions.
- High-speed fibre, EFM and FTTC for data and internet services.
- Cloud software as a service.
- It supports and telephone system maintenance contracts.
- Hosted telephony

Our core focus is on saving our customers money whilst making them more efficient and providing them with a solution that will adapt as their business evolves. However, we also recognise that choosing a managed services provider is not only about an innovative solution and competitive price which is why we put our customers at the centre of everything we do.

Unlike so many other providers, we have an experienced service department who are ready to take your calls at any time, 365 days of the year. The backbone of our service provision is our one contact policy which means we do not employ a large call centre ensuring you are able to contact the same person directly anytime you have a question.

We are proud to deliver long term benefits for our clients through our customer support team who are ready to answer our customer's queries.

Frequently asked questions about the service

Can i pay by direct debit?

Yes, please contact our finance team and we can email a direct debit mandate to you.

How do i receive my bill?

All rental and call charges are on one invoice which is emailed each month. The invoice is supported by a pdf report giving a breakdown of the services charges and your itemised call statement in a csv file.

How often do i get billed?

We bill monthly. Calls are billed in arrears and line rental is billed one month in advance.

I have a billing query?

Please email billing@glemnet.com with all queries and the team will respond.

I want to change the name/address on the bill?

Please email billing@glemnet.com with any changes that you need; if your company registration number has not changed then we can change the name, otherwise a new contract will be required.

I keep getting a bill from another service provider?

No two companies can charge for the same calls. If a number you think should have been transferred over to us, but you are still receiving bills from another service provider, fax over the bill and we will investigate for you.

If another service provider continues to send you a bill it may be for a line or service not yet transferred to glemnet or for a different billing period e.g. Bt retail charge quarterly, therefore they may bill you for the period your lines were with them and include the outstanding months.

Can i move other lines/numbers to glemnet?

Transferring/porting your lines is a seamless transfer. Contact our sales team to get the ball rolling; sales@glemnet.com

I want to cancel a service?

Email into cancellations@glemnet.com or contact your account manager who will check your contract terms.

I want a new service/new hardware?

All new services will require a new signed contract. Please contact your account manager or the sales team for a quote on sales@glemnet.com

Where can i find the terms and conditions?

These can be found on our website <http://glemnet.com/terms-and-conditions>.

For all queries, you can contact our customer services team or your account manager on sales@glemnet.com

Faults & troubleshooting guide

I have a fault, what do i do?

Following our troubleshooting guide to see if this resolves the problem: -

- Is it all phones or just one? If all phones, it's best to check the switch and/or router that services the phones in question. Often, a reboot of the router/switch can resolve the issue. If only one phone, even powering this off and back on again can resolve the issue.
- If it is only one user, check the cable on the physical phone.
The network cable must be plugged into the correct port on the back of the handset; ensure that it is plugged into the port that has the network icon above it and is plugged into a port that has network connectivity.

If possible check the physical connection from switch to data port, this would normally be in your comms cabinet.

Try swapping the handset with a working one to rule out the actual handset.

If the handset works, then change the lead from the handset to the original network port.

- Does the handset have power?
If the handset utilizes power over ethernet (poe) then check that the network port that the phone is plugged into is poe?
If not, the handset will need power specific to the type of device you have, or the phone will get no power.
- If only one user is experiencing crackly calls, has the curly cord and/or receiver been changed for one you know works?
- Dnd (do not disturb), if a user is not receiving calls, it's very common that the dnd has been pressed. This is indicated by a red "no entry" type icon on the phones display or simply by the wording dnd.

The broadband is not working.

There are a few things you can do prior to reporting the issue; carrying out the steps below will help speed up the fault resolution: -

- i. Have you restarted the router? Ensuring that it is off for a few minutes rather than a quick on/off?
- ii. Have you replaced the filter and checked any local wiring to ensure it isn't just a loose/damaged cable?
- iii. Have you tried another router?

If the broadband is connected to an analogue line it is always necessary to check the actual line; this allows us to check that the fault is reported on the correct service.

The easiest way to do this is to plug in analogue handsets (not phone system handsets) into the socket in the wall and make sure you can make and receive calls. If you have no dial tone, then the actual line is faulty rather than the broadband. If the line is looked after by glemnet we can still log a fault for you, on the line.

When reporting a fault please provide as much information in the email as possible including the make/model of any hardware (handsets, routers). The line numbers and the basic diagnostics that have already been carried out at site.

Email support@glemnet.com or call 0208 639 0230 option 3

You will be issued with a fault reference number which should be quoted when tracking the fault.

Support process and escalation path

To log a support issue or to escalate your fault as quickly as possible please follow the support process and escalation path below, please allow 24 hours before you escalate to the next level.

Support	Customer support	Provisioning	Sales
To log a ticket	Customer support Support@glemnet.com 0208 639 0230 option 3	Provisioning Provisioning@glemnet.com 0208 639 0230 option 4	Sales Sales@glemnet.com 0208 639 0230 option 1
Escalation level	Customer support	Provisioning	Sales
Level 1	Customer support David Bowen +44 208 639 0265 Dbowen@glemnet.com	Go to level 2	Go to level 2
Level 2	Technical support manager Paul Thornton +44 208 639 0247 Pthornton@glemnet.com	Provisioning team leader Charlie Kallas +44 208 639 0255 Ckallas@glemnet.com	Sales and marketing manager Karl Knight +44 208 639 0276 Kknight@glemnet.com
Level 3	Operations director Kam Benning +44 208 639 0233 Kbenning@glemnet.com	Operations director Kam Benning +44 208 639 0233 Kbenning@glemnet.com	Managing director Neil Linter +44 208 639 0232 Nlinter@glemnet.com

Consumer code of practice

Introduction to our company and services

Glemnet Ltd is an independent company that delivers communications services to domestic and business customers. Whilst we may not provide all the component parts of our services ourselves, we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this code of practice

The code informs you about our products, services, and customer care policies. We have prepared it in line with guidance published by oftel (the regulator, which is now ofcom) on 15 august 2004.

How to contact us

Please contact our customer support team:

By phone: 0208 639 0230

(from 9am until 5pm Monday-Friday)

By e-mail: support@glemnet.com

By fax: + 44 208 639 0231

By letter: Glemnet Ltd, unit 1, 2 Thayers farm road, Beckenham Kent br3 4lz or via our website www.glemnet.com

Our commitment to you

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), we choose those providers carefully to

Ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our telecom products and services:

- Landline telephones
- Landline calls, ida 1xxx
- Cps-carrier pre-selection
- Analogue lines, single lines, multi lines
- Isdn-digital telephone lines, isdn2e, isdn30e
- Broadband access, adsl, sdsl
- Internet services including fibre, fttc and efm
- Mobile telephone and data services ☒ wide area/local paging services
- Business telephone systems
- Equipment and maintenance service
- It support
- Teleconferencing / web conferencing
- Hosted telephony services ☒ hosted data services.

Our cloud solutions include:

- Email, collaboration and office applications (Microsoft office 365)
- CRM and erp (Microsoft dynamics 365)
- Cloud storage and synchronisation (dropbox for business)
- Cybersecurity and device protection (Symantec)
- Data backup, recovery and protection (acronis)

For more details on any of our products and services, or to place an order immediately, please contact our sales enquires team on 0208 639 0230 option 1 or email sales@glemnet.com.

Marketing

we work to the principles in the British code of advertising, sales promotion and direct marketing, which are set out on the website www.cap.org.uk.

Terms and conditions

When you subscribe to a service from glemnet ltd, we will ask you to digitally sign a contract and view our standard terms and conditions on our website <http://glemnet.com/terms-and-conditions>.

Should you require an additional copy of the terms and conditions these can be emailed to you or a copy posted to your address in large print.

If you have any questions, please phone our customer service team on 0208 639 0230. We may carry out a credit check as part of our assessment procedures.

Where applicable the minimum contract term for our services will be 12 months. We aim to provide services within three working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days of your order being placed. For cancellations after ten working days we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months or within the fixed term period contracted for, please call our customer service team on 0208 639 0230. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by emailing our cancellations team at cancellations@glemnet.com or by calling our customer service team on 0208 639 0230 giving us three months' notice.

Faults and repairs

Please call our support team on 0208 639 0230 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 working days.

If required, we will discuss operational service levels for the following on a case by case basis:

Activation of a new service

Restoration following loss of service

Keeping a pre-agreed engineer appointment

Compensation and refund policy

We do not offer compensation payments in any circumstances for failure to meet the service levels listed above.

Price lists

Our pricing structure is available from our customer service team on 0208 639 0230. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly and email your invoice along with supporting documentation.

You can choose to pay us via a range of options including credit card, cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our customer service team.

We provide itemised bills as part of our service to you.

If you have difficulty paying your bill, please contact us on 0208 639 0230 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection. In any event, you will be given 48 hours' notice of any decision to disconnect your services.

Moving home or office

Please call our customer service team on 0208 639 0230 no later than 30 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting

Glemnet Ltd recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our customer service team on 0208 639 0230.

Directory entries

You are entitled to a directory entry listing (including an entry in the phone book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our customer service team on 0208 639 0230.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our code of practice on complaint handling and dispute resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to alternative dispute resolution. You can find a copy of our complaints code here (<http://glemnet.com/glemnet-complaints-code/>). Alternatively, copies are available free of charge and on request from our customer service team on 0208 639 0230

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability:

- Priority access to the customer service team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print for customers who have difficulty reading their bill

Copies of this code are available in larger print on request.

Data protection

We comply fully with our obligations under the data protection act 2018.

Our privacy policy can be found at <http://glemnet.com/privacy-policy/>

Part 2 - code of practice for premium rate service and number translation service calls

Purpose of this code of practice

This code informs you, our domestic and/or small business customers, about our policies on providing information about premium rate service (prs) and number translation service (nts) calls and on our charging policy for calls to prs and nts numbers.

Premium rate services

Premium rate services (prs) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based prs numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as premium rate numbers and subject to prs regulation when they cost 7p per minute or more. Typical services include tv vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3.60 per minute, or £6 per call or per text (including vat) for 08 and 09 prefixes. Calls to 118 services can cost up to £15.98 per call plus a £7.99 per minute charge (including vat). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our customer services team and via our website.

If you have a problem with prs, we can help. We can provide advice on checking the telephone number of any prs charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our customer service team on 0208 639 0230 for advice on this. We can give you a factsheet on prs.

You can also ask for help from the phone-paid services authority (psa) which is the industry-funded regulatory body for premium rate services. Psa operates a code of practice that sets out standards for the operation of prs. You can use the psa website at www.psaauthority.org.uk to check prs numbers direct and find contact details for the company in question or to submit a complaint. Psa has the legal powers to require a provider of prs to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the psa code. For other ways to contact phone-paid services authority, see the "useful addresses" section below.

Number translation services

Number translation services (nts) are based on numbers that are normally prefixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as premium rate numbers and subject to prs regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing nts such as "follow me" type services.

Charges for calling services on nts numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 13p per minute or per call (including vat). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our

price list, which is available on request from our customer services team and via our website. We can also give you a factsheet on nts.

If you are unhappy with the help you have received from us on a problem with prs or nts, please contact Kam Benning on 0208 639 0230 and/or by email kbenning@glemnet.com who has responsibility for compliance with our code of practice for prs and nts. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to ombudsman services.

Internet diallers

If you use the internet via a dial up connection, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as internet or rogue diallers) can then make calls to prs and nts numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our customer services team for details. Phone-paid services authority has been given responsibility for policing this type of activity and you can contact them via www.psauthority.org.uk to ask for help or to report examples of this type of abuse. For other ways to contact phone-paid services authority, see the "useful addresses" section below. We can also help by barring calls to 09 numbers.

The telephone preference service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the telephone preference service (tps). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the telephone preference service via www.tpsonline.org.uk or by telephoning 0845 070 0707.

Useful addresses

The Ombudsman Services

3300 Daresbury park, Daresbury, Warrington, wa4 4hs

T: 0330 440 1614

E: osenquiries@os-communications.org

W: www.ombudsman-services.org

Ofcom

Riverside house, 2a Southwark bridge road, London, se1 9ha

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: www.ofcom.org.uk

Phone-paid services authority

40 bank street London, e14 5nr

T: 0800 500 212 or 020 7940 7474

E: info@psauthority.org.uk

W: www.psauthority.org.uk

Telephone preference service

DMA house, 70 Margaret street, London w1w 8ss

T: 0845 070 0707

W: www.tpsonline.org.uk

Federation of communication services (fcs)

Provident house, Burrell row, Beckenham, Kent br3 1at

T: 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk



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