



Kinetic Internet Limited T/as Kinetic Telecom

Code of Practice Regarding Complaint Handling and Dispute Resolution

Kinetic Internet Limited is a provider of communication services, Internet and telecommunication solutions for residential across the UK.

The purpose of this code of practice

This guide has been developed to help you to understand the relationship you have as a customer of Kinetic Internet Limited. It will enable you to:

- Access summary details of our services
- Understand what you can expect from Kinetic Internet Limited after you have made a purchase or registered for a service
- Contact details for alternative complaint bodies
- Find out how to contact us

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

How to contact Kinetic Internet Limited

Customer Services & Sales	
Phone	01702 841841
Website	www.ktel.co.uk
Email	hello@ktel.co.uk

Our Customer Services department is open Monday to Friday from 8.30am to 6.00pm and Saturday from 9am to 1pm. We are closed on Sundays and bank holidays. Calls are charged at standard rate.

Accounts Department	
Phone	01702 841841
Website	www.ktel.co.uk
Email	hello@ktel.co.uk

Our Accounts department is open Monday to Friday from 9am to 6:00pm. We are closed on weekends and bank holidays. Calls are charged at standard rate.

Account Cancellations

To cancel your account please either call or email quoting your account username. We will require all cancellation requests to be submitted as a written request in the form of an email or if you cannot access the Internet send the same details in a letter to our main office address shown.

Phone: 01702 841841

Email: hello@ktel.co.uk

Kinetic Internet Limited
Lodge Park, Lodge Lane,
Langham
Colchester
CO4 5NE

A summary of our service contract periods are:

Fibre Broadband:	12 Months
Phone Service:	12 Months

When cancelling your service outside of the minimum term, there is a 30 day notice period. During this period, you remain liable for the costs of any services we provide.

Disconnections and cancellation of services

We reserve the right to suspend or cancel your service within the contracted timescales - for example, if you do not pay your bill.

Complaints

If you would like to register a formal complaint:

Please put your complaint in writing to the address below.

Company Director
Kinetic Internet Limited
Lodge Park, Lodge Lane,
Langham
Colchester
CO4 5NE

What happens once we receive your complaint?

We will acknowledge all complaints received by letter or e-mail within 1 working day of receiving your complaint.

Dispute resolution

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through the Communications Ombudsman an independent alternative dispute resolution scheme. We can provide you with details of this service.

Order processing

All services can be ordered by visit our website www.ktel.co.uk. The time it takes to setup can vary depending on the service purchased. We will aim to confirm all new orders by email within 4 hours during normal office hours (Monday – Friday 8.30am to 6:00pm, excluding bank holidays).

Pricing

Up-to-date prices for our products and services are always available on our website (www.ktel.co.uk) or by calling our customer services team on 01702 841841.

Billing

We currently accept the following payment methods:

- Direct Debit

Fault Repair

Faults can be reported around the clock via email at hello@ktel.co.uk. To report a fault to one of our representatives please call 01702 841841 during our office hours. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 8am to 5:00pm, excluding bank holidays). Faults can occur on our Network, or another operator's network, as well as your own equipment.

If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault. Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair.

We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you.

Privacy

We take your privacy very seriously and we strictly follow the procedures laid down by the Data Protection Acts of 1984, 1998 and 2018 to protect all user information. Our Privacy Policy sets out the personal information we collect about you and describes how we may use that information. No customer information will be intentionally used or distributed outside of Kinetic Internet Limited, and we have a strict policy of not selling customer details to outside marketing agencies without your permission to do so. We do not send out marketing information.

Access to our Code of Practice

Customers can access this code of practice from our website (www.ktel.co.uk/codeofpractice.pdf) or by requesting a copy to be posted or emailed to them.

Data Protection

We strictly follow the procedures laid down by the Data Protection Acts of 1984, 1998 and 2018 to protect all user information.

General philosophy

Kinetic Internet Limited T/As Kinetic Telecom is a private limited company offering advanced Internet communications for the home user, whatever their needs.

Our product range in very broad terms consists of:

- Broadband (Fibre Internet connectivity)
- Telecoms (Line rental and phone calls)

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

The code will be regularly reviewed in line with Ofcom's requirements. We value all feedback from our services to this code of practice. Please email you comments to hello@ktel.co.uk

Contacting related organisations

Office of Communications (Ofcom)

Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel: 020 7981 3040
Email: contact@ofcom.org.uk
Website: ofcom.org.uk

Communications Ombudsman

P.O. Box 730
Warrington WA4 6WU
Tel: 0330 440 1614
Email: enquiry@commsombudsman.org
Website: commsombudsman.org