

**nTrust Systems Limited** is a provider of communication and IT services, supplying hosting, Internet and telecommunications solutions for customers across the UK.

**Code of Practice Purpose**

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

- Access summary details of our services
- Understand what you can expect from nTrust Systems 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 nTrust Systems Limited**

<b>Customer Services &amp; Sales</b> Our Customer Services department is open Monday to Friday from 8:30am to 5:30pm. We are closed on weekends and bank holidays. Calls are charged at local rate.	
Phone	03331 50 60 70
Website	<a href="https://www.ntrustsystems.co.uk">https://www.ntrustsystems.co.uk</a>
Email	<a href="mailto:support@ntrustsystems.co.uk">support@ntrustsystems.co.uk</a>

<b>Accounts Department</b> Our Accounts department is open Monday to Friday from 9am to 5pm. We are closed on weekends and bank holidays. Calls are charged at local rate.	
Phone	03331 50 60 70
Website	<a href="https://www.ntrustsystems.co.uk">https://www.ntrustsystems.co.uk</a>
Email	<a href="mailto:accounts@ntrustsystems.co.uk">accounts@ntrustsystems.co.uk</a>

**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: 03331 50 60 70
- Email: [support@ntrustsystems.co.uk](mailto:support@ntrustsystems.co.uk)
- Postal Address: nTrust systems, 26 Holmethorpe Avenue, Redhill, Surrey, RH1 2NL

**Contract Periods**

Most of nTrust Systems Limited's services have no minimum contract period but for those that do, we would be happy to discuss your requirements. A summary of our service contract periods is:

- Shared Hosting: Anytime
- Virtual Servers: 1 month
- ADSL Internet: 1 month
- FTTC Internet: 12 or 18 months
- PSTN Line Rental: 1 month
- ISDN 2 Line Rental: 12 months

- ISDN 30 Line Rental: 12 months
- Leased Lines: 12 months

Some services take a little time to cancel as they require us to work with special industry processes (such as ADSL). When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. 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 complaint, you can contact us by:

- Email: You can e-mail us your complaint via [support@ntrustsystems.co.uk](mailto:support@ntrustsystems.co.uk).
- Phone: You can contact the Customer Care team directly on 03331 50 60 70 from 8:30am to 5:30pm. We are closed on weekends and bank holidays.
- Letter: If you prefer to put the complaint in writing, you can send it to the following address:  
nTrust Systems, 26 Holmethorpe Avenue, Redhill, Surrey, RH1 2NL

#### **What happens once we receive your complaint?**

We will acknowledge all complaints received by letter or e-mail within 24 working hours 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 Ombudsman Services, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614

Fax: 0330 440 1615

TextPhone: 0330 440 1600

Email: [enquiries@ombudsman-services.org](mailto:enquiries@ombudsman-services.org)

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

#### **Order processing**

All services can be ordered by email, or by calling our customer services team on 03331 50 60 70. 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 5:30pm, excluding bank holidays).

#### **Pricing**

Up-to-date prices for our products and services are available by calling our customer services team on 03331 50 60 70 or emailing [support@ntrustsystems.co.uk](mailto:support@ntrustsystems.co.uk).

#### **Billing**

We currently accept BACS or cheque payments.

#### **Fault Repair**

Faults can be reported around the clock via email at [support@ntrustsystems.co.uk](mailto:support@ntrustsystems.co.uk). To report a fault to one of our representatives please call 03331 50 60 70 during office hours. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 8:30am to 5:30pm, 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 and 1998 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 nTrust Systems Limited, and we have a strict policy of not selling customer details to outside marketing agencies without your permission to do so. Our privacy policy also contains details of how you can opt in and out of receiving our marketing information.

### **Access to our Code of Practice**

Customers can access this code of practice from our website (<http://www.ntrustsystems.co.uk/documents>) 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 and 1998 to protect all user information.

### **General philosophy**

nTrust Systems Limited is a private limited company offering advanced Internet communications for both the home and business user, whatever their needs.

Our product range in very broad terms consists of:

- Broadband (ADSL, FTTC, and leased line Internet connectivity)
- Telecoms (Line rental and phone calls)
- Hosting (shared and dedicated servers and email accounts)
- IT Support for small businesses
- Provision of hardware and software

Customers of nTrust Systems Limited can take advantage of our world class technical support with emails answered in minutes and telephone calls answered in seconds. Through the automation of a control panel, a large number of customers can configure their packages at any time or day or night, anywhere in the world, without the need to 'submit requests' for an operations engineer to action the request for them, allowing us to concentrate on improving the service further and focusing on new projects.

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 any comments to [support@ntrustsystems.co.uk](mailto:support@ntrustsystems.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 or 0300 123 3333

Fax: 020 7981 3334

Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

#### **Ombudsman Services**

Wilderspool Park, Greenall's Avenue, Warrington, WA4 6HL

Phone: 0330 440 1614, Fax: 0330 440 1615

TextPhone: 0330 440 1600

Email: [enquiries@ombudsman-services.org](mailto:enquiries@ombudsman-services.org)

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)