

# **broadband code of practice**

## Introduction

This is our code of practice, which explains the services we offer and tells you what to do if you have any problems.

With **broadband from Atlantic Electric and Gas**, we provide an internet service through your phone line. To take up this service you must be connected to a BT telephone exchange.

Copies of this code are available on our website: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk). We will also send a copy free of charge in response to a request. Our website also has a copy of our terms and conditions.

## Billing

Payment is by direct debit. We will send you a statement every three months. You can also view your last statement details on our secure website: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk)

If you have any queries on our charges, please phone us on **0800 048 3535** or visit: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk)

## What happens if a bill is not paid?

If your direct debit payment is not received, a small extra charge per month will be made which is set out in our broadband product and charges document. This is available on our website at: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk) or by calling us on **0800 048 3535**.

If full payment is not received:

- We will send you a reminder.
- We may phone you to discuss payment.
- We may charge you for any additional costs we incur in obtaining payment of the sum of money you owe us.
- We will give you notice in writing before we discontinue your broadband service. The notice you receive will also give you details of any charges that you are due to pay.
- We may charge you to resume your service once it has been disconnected.
- We may use a national debt collection agency to help us collect payment.

A list of the administrative charges that may be applied can be found in our broadband product and charges document. This is available at our website [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk) or by calling us on **0800 048 3535**.

## Special services

### e-mail

If you have questions visit us at [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk) and click on the 'contact us' link or e-mail us at [customerservice@atlanticeg.co.uk](mailto:customerservice@atlanticeg.co.uk). We will endeavour to respond to your question within 48 hours.

### Languages

If your first language is not English, please tell us when you call. Please say in English which language you want to use and we will try to provide a translator. This may involve a short wait.

## What happens when you move property

When you move house, we can often arrange to transfer your broadband service to your new home. Please call us on **0800 048 3535** to see if this is possible.

Please tell us at least 10 working days before you move out of a property so we can arrange to close your account. If you move without telling us, or tell us less than 10 working days beforehand you will continue to be charged for your broadband service. Cease or early termination charges may apply. Please call us on **0800 048 3535**.

## What to do if you have a fault

Faults can be reported to our customer services centre by calling **0800 294 4721**. We are open from 8am to 8pm Monday to Friday, 8am to 2pm Saturday excluding bank holidays.

We aim to diagnose faults as quickly as possible and establish the cause of the problem. When a fault occurs it can be with your own equipment or wiring. If we were to send an engineer to your property and the fault is not with our equipment you could be charged. We will therefore suggest that you carry out some simple checks before we arrange for an engineer to visit.

Visit charges are set out in our broadband product and charges document available on our website.

## What happens when you wish to move broadband to or from Atlantic?

Please refer to our broadband migration process document available on our website: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk)

## Contract Termination

If you need to cancel your contract, please phone us immediately on **0800 048 3535**. You will be liable for a final charge if you have not completed your minimum contract period, depending on your original contract choice.

For more details, please see our broadband product and charging information applicable to your service. This information is available on our website [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk) along with a copy of our terms and conditions.

## Getting in touch with us

If you have a question about your account or service, please phone us on **0800 048 3535**. We are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays. We prefer you to phone rather than write because it is quicker, more direct and easier for us to answer your questions straight away. If you decide to write to us our e-mail address is: [customerservice@atlanticeg.co.uk](mailto:customerservice@atlanticeg.co.uk)

Our postal address is:

**broadband from Atlantic Electric and Gas**

PO Box 360

Portsmouth PO6 2YJ

You can also contact us through our website at: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk)

## What to do if you are unhappy

If you are unhappy with any service or contact you have with us, please phone us on **0800 048 3535**. If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do everything we can to sort things out immediately. If you are still not satisfied, please ask to speak to a manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 10 working days.

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. We can then put it right and make sure the same thing doesn't happen to someone else.

We are a member of the Telecommunications Ombudsman service. This is an independent dispute resolution service approved by the industry regulator. If you are still unhappy 8 weeks after you have given us a chance to sort out your complaint, you can refer the matter to the Office of the Telecommunications Ombudsman (Otelo). Their contact details are:

**Post:** Otelo  
PO Box 730  
Warrington  
WA4 6WU

**Phone:** 0330 440 1614

**Textphone:** 0330 440 1600

**Fax:** 0330 440 1615

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

**E-mail:** [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

## Other information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure telecommunications companies meet their obligations under telecoms and competition laws and regulations. Their contact details are:

**Post:** Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA

**Phone:** 020 7981 3000

**Fax:** 020 7981 3333

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

This code of practice was issued in August 2009.