



Jungle Networks Ltd

Part 1 - Code of Practice for Domestic and Business Customers

Introduction to our Company and Services

Jungle Networks Ltd is an independent company that delivers communications services to business customers through out the United Kingdom. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website www.junglenetworks.co.uk Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats.

How to Contact Us

Please contact our Customer Service Team using one of the following:

By Phone: 01442 200150

Opening Hours : Monday to Friday 9am – 5.30pm

By Email:service@junglenetworks.co.uk

By Letter: Berkhamsted House, 121 High St. Berkhamsted, Hertfordshire. HP4 2DJ

Or via our website: www.junglenetworks.co.uk

Our registered office address is: Berkhamsted House, 121 High St. Berkhamsted, Hertfordshire. HP4 2DJ

Our Commitment to You

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose these 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 Products and Services

- Landline telephones
- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet
- Directory enquiries
- Mobile telephone and data services
- Common Base Station Services
- Wide area/local paging services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service / sales Team on: 01442 200150



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 Jungle Networks Ltd we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 01442 200150. 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 14 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, please call our Customer Service Helpdesk on 01442 200150. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 01442 200150, giving us three months' notice.

Faults and Repairs

Please call our Fault Service Team on 01442 200150 if you experience a fault with any of our services.

For SMEs, 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 automatic compensation payments in cases where the service level targets are not met and will assess any claim for compensation on a case-by-case basis. Any payment made will be on a purely discretionary basis.

We do not feel that fixed level compensation payments are appropriate for business customers, who we advise to seek other ways, such as insurance, to protect themselves against the impact of any loss of service.

Price Lists

Our pricing structure is available from our sales team on 01442 200150

Billing

We will bill you monthly/quarterly or annually as agreed in your signed contract.

You can choose to pay us via a range of options including BACS 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 Printed bills are available for a fee. Please contact the service team for these details.

If you have difficulty paying your bill, please contact us on 01442 200150 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 Office

Please call our Customer Service Team on 01442 200150 no later than 60 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

Jungle Networks 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 01442 200150

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 (charges may apply from the company providing the directory services). If you do want your details included, please contact our Customer Service Team on 01442 200150.

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 www.junglenetworks.co.uk Alternatively, copies are available free of charge and on request from our Customer Service Team on 01442 200150.

Data Protection

We comply fully with our obligations under the Data Protection Act 2018.

Part 2 - Code of Practice for Calls to Premium Rate Service, Unbundled Tariff and Personal Numbers

Purpose of this Code of Practice

This code informs you, our **small business customers**, about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to PRS numbers.

Unbundled Tariff Numbers

Unbundled Tariff Numbers are non geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

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.

Personal Numbers

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are not always included in your monthly call minutes allowance.

Controlled Premium Rate Services

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which can cost 7p per minute or more. UK-based CPRS 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 votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, 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 01442 200150 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.psauthority.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.

If you are unhappy with the help you have received from us on a problem with PRS, please contact the service team **by email: service@junglenetworks.co.uk** who has responsibility for compliance with our code of practice for PRS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to [Ombudsman Services/CISAS](#).

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: enquiry@ombudsman-services.org

W: www.ombudsman-services.org

Or

Federation of Communication Services (FCS)

The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF

T: 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk



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