

COMPLAINTS CODE OF PRACTICE

We care about always providing you with an exceptional service. However, there may be a time when you're not happy with us or our services.

This G.Network Complaints Code of Practice ("Complaints Code") lets you know how to make a complaint and how to take your complaint further, if you need to. If you're unhappy with any part of our service, please contact us and we'll do our best to sort out your complaint or query.

ABOUT US

G.Network Communications Ltd ("G.Network") is a full fibre internet service provider ("ISP"). We're a limited company registered in England and Wales under company number 10057745 and our registered office and main trading address is at 58 Grosvenor Street, Mayfair, London W1K 3JB. Our VAT number is 242 5656 07.

We're regulated in the UK by Ofcom and are a member of Ombudsman Services (an independent alternative dispute resolution service).

ABOUT THIS COMPLAINTS CODE

Ofcom requires that all ISPs have a complaints code of practice to protect residential and small business (meaning those businesses having 10 or fewer employees) customers ("Customers"). You may also have rights under the law and this Complaints Code doesn't affect them.

This Complaints Code covers the internet and/or telephone service (if you've chosen to use it) provided to you by G.Network.

In this Code, all references to "we", "us" or "our" are references to G.Network and all references to "you" and "your" are references to you our Customer.

HANDLING COMPLAINTS

Initial Complaint

We're committed to addressing your complaints or queries as fairly and quickly as possible. All members of our staff are aware of our Complaints Code and will always follow it, to make sure this happens.

If you're unhappy with our services please let us know as soon as you can by emailing or calling our Customer Support, using the contact details set out in this section below. If you prefer, you can send a letter to the address shown below (although this isn't as fast). We'll do our best to sort things out as quickly as possible. If you're not able to make a complaint yourself, you can ask someone to make the complaint on your behalf.

You can contact our Customer Support on:

E-mail: support@g.network

Telephone: 0203 909 4555

Post: G.Network Communications Ltd, 58 Grosvenor Street, Mayfair, London W1K 3JB (marked "Complaints")

How We'll Respond

We'll try our best to sort out your complaint or query during your first call with us (if you phone us about it) or by emailing you within 48 hours of receiving your complaint (if you tell us about it by email or post). Where this isn't possible, we'll agree a course of action with you and (where we can) give you clear timeframes and next steps to sort things out. If you prefer to receive a written response then please ask.

If You're Not Satisfied

If you're not fully satisfied with the way we handled your complaint, or we haven't resolved it completely, please send your complaint by email or post to our Customer Support at the addresses shown above. Once we've received your complaint, we'll acknowledge it within 48 hours and aim to respond to you within 10 working days.

Escalating Your Complaint

Once you have our response, if you're still unhappy, you can escalate the problem to our CTO. You can send them a letter at the address for "Post" set out above or email them at shawn.nolan@g.network. Once he has received your email or letter, they will acknowledge it within 48 hours and try her best to respond to you within 10 working days.

If, after this, you'd like to further escalate your complaint, please write to Sasho Veselinski, our CEO, either at the address for "Post" set out above by or email at sv@g.network. Once he has received your letter or email, he'll acknowledge it within 48 hours and try his best to respond to you within 10 working days.

Independent Adjudication

If we can't sort out your complaint (in a way you're happy with) within a period of eight weeks, or if we agree before the eight weeks are up that we can't do anything more to resolve things, we'll issue a "deadlock" letter. You can then, if you choose, make a complaint through Ombudsman Services. Ombudsman Services offers an independent alternative dispute resolution scheme. It's approved by Ofcom for the handling of consumer disputes. Its services are free of charge for residential and small business (those having 10 or fewer employees) customers.

You can contact Ombudsman Services by telephone on 0330 440 1614 or via its website, www.ombudsman-services.org.

Please note that Ombudsman Services will only deal with your complaint if you've first followed G.Network's internal complaints procedure in full. If Ombudsman Services does deal with your complaint then an independent adjudicator will decide how your issue should be resolved, based on the details of your complaint.

If you're unhappy with the way we or Ombudsman Services deal with your complaint, you can contact Ofcom, the independent regulator and competition authority for the UK communications industries, at Ofcom Contact Centre, Riverside House, 2A Southwark Bridge Road, London SE1 9HA, Tel: +44 (0) 300 123 3333 or +44 (0) 20 7981 3040, website: www.ofcom.org.uk

You can also get further help and advice from your local Citizens Advice Bureau but this isn't part of our formal complaints procedure.

HOW TO GET A COPY OF THIS COMPLAINTS CODE

This Complaints Code is published on our website at www.g.network. If you've any questions about the Complaints Code, or would like to receive a paper copy, please contact our Customer Support by sending an email to support@g.network or phoning 0207 909 4555, or writing to us at

G.Network Communications Ltd

58 Grosvenor Street,

London W1K 3JB

marked for the attention of "Customer Support".

CUSTOMERS WITH SPECIAL NEEDS

G.Network welcomes all Customers, including those with special needs. We're committed to providing a supportive and non-discriminatory environment. To help our Customers with special needs, we can supply large print, Braille or audio versions of this Complaints Code and any of our literature, including all our legal pages, on request. For this or any other help with special needs (i) when using our services or (ii) in relation to an agreement for services you have with us, you can contact our Customer Support by email, telephone or letter (as set out in the previous paragraph).

DATE

This Complaints Code of Practice is effective from 26th April 2018.