

## Introduction to THUS

THUS Ltd provides communications solutions to residential and business customers throughout the UK under the THUS and Demon brands.

## Purpose of the Code

This Code of Practice is intended for our residential and small business customers. It explains what products we offer you, how to purchase those products, the standard of service you can expect from us, and how you can complain if you feel that we have not met that standard of service.

This Code of Practice has been approved by OFCOM for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at

[http://www.ofcom.org.uk/telecoms/ioi/g\\_a\\_regime/gce/ccodes/ccodes.pdf](http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf).

Copies may be obtained from us in larger print or Braille if required by calling one of our enquiry numbers below.

The Code of Practice will be reviewed on an annual basis or following any significant event which materially affects its content.

## THUS Products and Services

THUS provides a portfolio of services which covers voice, data and internet products. Our internet services for residential and small businesses customers are sold under the Demon brand. For full details of our products and services visit our web sites, [www.thus.net](http://www.thus.net) and [www.demon.net](http://www.demon.net), or contact your account manager.

Our services to residential and small business customers include:

### Demon Broadband

Demon Broadband provides business and residential users with a permanent, high-speed connection to the Internet using a BT analogue phone line, and allows you to continue making and receiving standard voice calls using a traditional telephone while you are online. You can purchase these services online via the Demon website.

### Dedicated Internet Access

Dedicated Internet Access offers a comprehensive range of high speed connections to the Internet ranging from 4Mbps up to 100Mbs

### Demon Web Hosting

Demon Web Hosting is a cost effective solution to help develop an Internet presence and provides space on the Demon Shared Web Hosting platform to run a company's web-site.

### Demon Standard Dial Up

Demon standard dial up allows Internet access from nearly anywhere in the world even using a mobile or from behind switchboards. It provides access to the Internet, static IP addresses, unlimited email for multiple users, fax-to-email, web space with streaming and spam filtering.

### Demon Virtual Server Hosting

Demon Virtual Server (DVS) hosting solutions have been specifically designed to give web professionals the power to design, configure and host advanced websites and applications, DVS provides a range of virtual server solutions to suit all business needs at a fraction of the cost of a dedicated server.

### Demon Voice over Broadband

Demon Voice over Broadband uses the Internet to make voice calls. It is a valuable alternative to a second phone line for inbound and outbound calls, offering big savings and even greater mobility.

### Mobile

THUS provides a portfolio of products and services utilising the Vodafone network. Products range from simple voice tariffs and Blackberry to more complex mobile data solutions which can integrate into existing systems allowing organisations to improve productivity and increase efficiency.

THUS provides full technical support as well as online self account management.

### Calls and Lines

Calls and Lines is a flexible telephone service optionally coupled with a line rental service providing a cost effective solution to your business telephony needs. The simplicity and speed of implementation, and comprehensive call

analysis capabilities gives businesses of all sizes choice and control.

### Call Control

Call Control enables you to offer your customers NTS and PRS numbers, improving both your service offering and your profitability.

### THUS Velocity

Thus Velocity platform provides a suite of mobile data applications using a range of systems, including software, servers and network infrastructure to deliver seamless mobile solutions with advanced management control and reporting.

### Field Worker

Field Worker allows organisations to manage information and job allocation across its field workforce, by delivering and receiving information to and from mobile devices.

### Mobile Messaging

Mobile messaging facilitates text (SMS) and email messaging for inbound and outbound communication with staff, customers and other user groups.

### Vehicle Tracking

Vehicle tracking enables real time vehicle monitoring based on a device installed in-vehicle using GPS (Global Positioning System) to provide location and other optional information.

## Customer Enquiries and Ordering

To order or to amend your services or for enquiries about our products (e.g. pricing, contract terms etc) please call or visit our websites:

### THUS-branded products

Freefone: 0800 027 0505 Website: [www.thus.net](http://www.thus.net)

### Demon-branded products

Freefone: 0800 027 3737 Website: [www.demon.net](http://www.demon.net)

### Thus Mobile products

Freefone: 0808 1449000 email: [businessmobile@thus.net](mailto:businessmobile@thus.net) or [corporatemobile@thus.net](mailto:corporatemobile@thus.net)

You can order certain standard products online or over the telephone from one of our sales advisors.

For other products or complex solutions a visit from a THUS account manager and technical sales engineering support may be necessary.

## Contract Terms

In most cases we won't provide you with any product or service until you have signed our standard contract. A typical contract will consist of: an Order Form; Standard Product Terms and Conditions; and (if applicable) Standards of Service and any Bespoke Solution Terms and Conditions.

Terms and conditions will include any minimum contractual period and our policy for refunds and compensation which will be specific for the product being ordered.

Terms and Conditions for Demon products, including any minimum contractual periods, are available at: [www.demon.net/helpdesk/](http://www.demon.net/helpdesk/)

## Number Portability

Number portability is a process which allows customers to keep their existing phone number when moving between different telephone operators. THUS offers this service on geographic (eg 01356) and non- geographic (eg 0845) numbers.

Please contact your Account Manager or our Customer Services Department for further details.

## Fault Handling

THUS has a proactive approach to fault detection, identification and clearance and we typically identify most network faults before we receive any customer reports. This enables THUS to locate and clear the problem more effectively, reducing the impact of any fault on our customers.

If you do encounter a loss of service or fault on equipment managed by THUS, you can contact THUS using the following numbers:

THUS Fault Line: **0800 027 0000**

Demon Fault Line: **0845 272 2555**

These lines are open 24 hours a day

Mobile Fault Line: **0808 1449000** 8 am-5.30 pm Monday to Friday

**0808 0101280** is available out of hours to report lost or stolen handsets

A number of products have dedicated contact numbers that are issued to you at the point of service activation that allow you to reach appropriate expertise quickly and efficiently.

## Number Translation Services (NTS)

NTS calls are calls to numbers defined as "Special Services" by Ofcom ([http://www.ofcom.org.uk/telecoms/ioi/numbers/numbers\\_administered/](http://www.ofcom.org.uk/telecoms/ioi/numbers/numbers_administered/)) for example numbers starting with 0845 and 0870, and includes calls to 0500 Freecall numbers.

We give details of prices for calls to these numbers in our Price List and whether they are included in any discount packages.

## Premium Rate Services (PRS)

Premium Rate Services are known as "Special Services at a Premium Rate" by Ofcom and start with the numbers 090, 091 and 098 and soon 0871.

Directory Enquiry services which have numbers starting 118 are also classed as PRS calls.

Calls to these numbers are charged at a higher rate than normal calls as some of the call cost is sent to the provider of the service which might for example be recorded information (e.g. weather or traffic reports, competitions, voting, chat lines).

The network operator will also take a share of the price to cover the cost of carrying the call and looking up the number in a database to know where to send it which may be to another network operator.

You should note that some information and entertainment services, mainly services with an adult content, are provided by international companies using international phone numbers.

These are not covered by PhonepayPlus and are not considered to be "Premium Rate" calls. We can block calls to international numbers, Premium Rate numbers or to Directory Enquiry numbers or any combination if you ask us to.

You can find information about calling these services by calling our Customer Services – see details of how to contact us below.

## Billing

You will be notified of any price variations in accordance with your contract for the products you have purchased.

THUS can provide itemised billing, upon request, with a sufficient level of detail to allow you to verify and monitor your use of the Service.

Invoices will indicate a due date when payment must be made. This is 30 days from date of invoice unless otherwise indicated in your contract.

Your payment options are specified in our offer of service. These will normally include cheque, credit/ debit card, direct debit or BACS. Please contact your Account Manager or our Customer Relations Department if you wish to discuss the payment option best suited to your needs.

If you do not pay your invoice on time, we will send a reminder. If we do not receive payment by the date on your reminder, further action will be taken by our debt team and we may withdraw your service.

Should you have any difficulties in making payments, please contact our Customer Services Department or your Account Manager.

## Customer Satisfaction

THUS employs an independent, fully accredited company to conduct monthly Customer Satisfaction Surveys. This allows us to assess our performance under both routine and out-of-the-ordinary circumstances.

The results are used internally to assist in performance improvement initiatives.

## Customer Complaints

THUS strives continually to improve the way we serve our customers. We can handle your service issues in various ways, ranging from quick complaint handling to acting on customer feedback from direct contact and satisfaction surveys.

If you wish to make a complaint, you may do so using the following channels and procedures:

In the first instance you should register your complaint with Customer Services via any of the following methods:

#### If you are a Demon customer:

**Telephone:** 0845 272 2333; **E- mail:** [customerservices@demon.net](mailto:customerservices@demon.net)

#### Post:

Customer Services  
Demon  
Gateway House  
322 Regents Park  
Road  
Finchley  
London  
N3 2QQ

**Text Chat:** (This is a live online chat service)

<http://www.demon.net/helpdesk/technicalibrary/misc/textchat/>

**Customer Service Opening Hours:** 8am-8pm Monday- Saturday (Including Bank Holidays)

#### If you are a THUS customer:

**Telephone:** 0800 027 0000

**E- mail:** [customercare.frontoffice@thus.net](mailto:customercare.frontoffice@thus.net)

#### Post:

Customer Services  
THUS Ltd  
1-2 Berkeley Sq.  
99 Berkeley Street  
Glasgow  
G3 7HR

**Opening Hours:** The Faults Team are available 24hours, 7 days a week. The Customer Services Team are open Monday to Friday 9am - 5.30pm

#### Website Content

If you wish to complain about content hosted by one of our customers please report it to [legalnotice@demon.net](mailto:legalnotice@demon.net) or via fax: 0870 052 2740

#### Unresolved Complaints

If, at any time, you are dissatisfied with the progress of a complaint, you may request that the matter is escalated. In this instance your complaint will be passed to the next senior member of staff who will take ownership of the complaint and will respond accordingly. This

escalation path can be followed until you reach the CEO of THUS Ltd where a final decision will be issued by THUS Ltd.

#### Further Escalation

If you have not received a satisfactory response to your complaint, after 12 weeks, you may refer your complaint to the Telecommunications Ombudsman, where they may choose to investigate on your behalf. Alternatively you may refer your complaint to the Telecommunications Ombudsman once you have received a final decision from THUS Ltd. Details of the Telecommunications Ombudsman can be found below.

#### Compensation

Liabilities for compensation or service credits are outlined in the Terms & Conditions, or Standards of Service, for each product. Customers are requested to refer to these for further information on this matter. Copies may be obtained by calling one of our enquiries numbers.

#### Data Protection

We are committed to protecting any personal information we may hold about you. THUS will never use your personal data in such a way as to breach the Data Protection Act or any other relevant UK legislation.

We are also committed to protecting the privacy of visitors to all web sites. Our policy can be viewed at <http://www.demon.net/aboutus/privacy/>

This policy applies to all web sites operated by THUS (but not to customer web sites hosted by THUS) except when they explicitly state otherwise.

This policy may change from time to time, without notice.

#### Acceptable Use Policies

In common with other service providers, we have acceptable use policies (AUPs) which specify the standard of behaviour we expect from you when using our services. If you breach these AUPs we will bring this to your attention. Serious or persistent breaches of our AUP may result in withdrawal of your service. Copies of Demon AUPs may be found at: [www.demon.net/helpdesk/](http://www.demon.net/helpdesk/)

#### Fraud

THUS recognises the impact that fraud may have on its own business and on that of its customers. We have invested in an advanced neural database system to monitor our network with a team dedicated to identifying and combating fraudulent activity.

We are willing to discuss and provide as much information as required in the area of detection of fraud, crime or other illegal acts, which may affect your business with THUS.

THUS operates a zero tolerance policy in relation to criminal and/or inappropriate activity. We will prosecute to the full extent of the law any crimes perpetrated against THUS or any of its business partners.

If you wish to discuss matters of security or fraud please contact: **Group Security Risk Manager**

Tel: 0800 0277 999 (09:00 to 17:00) or email: [fraud.management@thus.net](mailto:fraud.management@thus.net)

#### Quality Policy

THUS' objective is to be the pre-eminent alternative telecommunications provider for business customers in the UK.

We aim for excellence in all we do, and set our standards of performance to consistently exceed our customers' expectations.

Our culture is performance driven but focused on quality service. We are committed to our ISO 9001 approval as a fundamental element of our management procedures.

#### Problems you may Encounter

##### Malicious Calls

Our Customer Services Department are able to offer guidance and advice on how to cope with malicious calls by following some simple procedures, which may prevent further calls of this nature.

##### Complaints about Premium Rate Services

If you have a complaint about a call to a Premium Rate service then you can contact us and we will:-

- Provide information about the role and remit of PhonepayPlus in dealing with complaints and how to

go about making a formal complaint to PhonepayPlus via the website, helpline or by in writing;

- Provide information about the tariffs that apply for calls to any PRS, NTS or Directory Enquiry number ranges;
- Provide basic information about how PRS services work including whether the call(s) in question were routed to service providers (SPs) hosted on our own network or on the network of another Communications Provider (CP), together with a basic explanation of how revenue sharing with SPs operates;
- Provide information about how consumers can bar access from their telephone to all or specific PRS, Directory Enquiry or international number ranges for reasons of cost or content;
- Provide information about the purpose of the Telephone Preference Service ("TPS") and Fax Preference Service ("FPS") and how to go about registering with such services;
- Information about how internet diallers operate and how customers can identify and take action, such as improving their computer's security, to avoid further instances of these or similar scams;
- Provide information on the role of the Telecoms Ombudsman schemes in resolving disputes concerning PRS calls;
- Provide information on other options available to consumers for seeking refunds in cases of abuse or scams involving PRS calls;
- Provide contact details of individual SPs if we know them or the Terminating CPs which host them; and where available –typically via PhonepayPlus' website at [www.PhonepayPlus.org.uk](http://www.PhonepayPlus.org.uk);
- Provide SPs customer service contact details where customers can obtain further information about

services provided on the PRS numbers found on their bills if we know them.

### Child safety on the internet

Our Safe Usage Guide provides useful guidance to parents for their children's Internet use

<http://www.demon.net/aboutus/safeusageguide/index.html>

While THUS recommends these security measures, due to the complex nature of the internet and legislation, no ISP can currently guarantee full protection against illicit material contained on the internet. Therefore, in addition to using protective software, we strongly recommend good parental guidance as the safest protection against obscene material.

### Customer Cancellation

The ability to cancel your Agreement depends on the Service which you have purchased and the Terms and Conditions applicable to that Service. If you are unsure as to your cancellation rights please contact either your Account Manager or our Customer Service Department for further details.

### External Organisations

#### OTELO

OTELO, the Office of Telecommunications Ombudsman is an independent company providing free of charge complaint investigations. Otelot is approved by the communications regulator, OFCOM.

Otelo  
PO Box 730  
Warrington  
WA4 6WU

Tel: 0845 050 1614 or 0330 440 1614

Fax: 0845 050 1615

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

Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

#### OFCOM

OFCOM, the Office of Communications, is the new regulator for the converged communications industry.

If your complaint has not been resolved by us or by Otelo, or you require further

information on the role of Ofcom, please contact:

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

Tel: 020 7981 3040 or 0300 123 3000

Fax: 020 7981 3333

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

### PhonepayPlus

If you have a complaint about premium rate services you should contact PhonepayPlus, the organisation that regulates products or services - such as competitions, TV voting, helplines, adult entertainment, downloads, new alerts or interactive games - that are charged to users' phone bills or pre-pay accounts.

It regulates the content and promotion of services through a Code of Practice. PhonepayPlus investigates complaints and has the power to fine companies and bar access to services.

PhonepayPlus investigates complaints about any promotion or service involving the use of a telephone connection (including Internet or interactive TV) to make a premium rate call. Examples are:

- Services which start with the numbers 090 xxxx
- Directory Enquiry (DQ) services operating on 118 xxx
- SMS text messages charged at a premium
- Information services (such as traffic and weather report services) on mobile telephone short codes

PhonepayPlus may also be able to assist in complaints concerning international services commencing 00 xxx and which involve adult entertainment.

PhonepayPlus  
Clove Building, 4 Maguire Street,  
London, SE1 2NQ

Freefone: 0800 500 212

Fax: 020 7940 7456

Web: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) (online complaint form)

THUS continually reviews content to ensure that the information contained within this document is correct at time of publishing, but does not accept liability for any error or omission. Due to the continual development of THUS products and services, published information may not be current. We therefore advise that you check the latest position either online at [www.thus.net](http://www.thus.net) or via our Customer Services Department.