



Syntura Code of Practice

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This Code of Practice is for your information and is written in line with the regulatory body (Ofcom) requirements. Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between Syntura and you as a customer, unless expressly stated.

The Syntura Code of Practice aims to provide: -

1. An introduction to Syntura and our Services;
2. Information on our core products;
3. Customer service information;
4. Contractual information and advice on obtaining pricing and tariff details;
5. Information about obtaining our tariff and pricing information;
6. Our contact details;
7. Our dispute resolution process and information on how to access our independent dispute resolution service;
8. Information and contact details for Ofcom, the telecommunications regulatory body and a general description of its role;
9. How to obtain copies of this Code;
10. Privacy information; and,
11. Additional information and contact details for other telecommunications services which we feel may be of use to you.

Introduction to Syntura and our services

Syntura is the trading name of Syntura Group Limited, a company registered in England and Wales under registration number 3935705. Syntura provides telecommunications and IT Cloud & Telecom information technology services primarily within the UK but also internationally to business customers.

We operate our own core low-latency resilient MPLS network and provide the underlying infrastructure to ensure that customers can access business applications anytime, anywhere. We work with all the major operators and integrate all proven technologies, so that customers always get the best service at the best value.

Our core products

Syntura offers a range of managed voice and data services. This section gives a brief description of Syntura's core products and services. Note that these services are subject to availability and may be modified from time to time or withdrawn.

Cloud Services

Syntura provides life-cycle Cloud & IT Infrastructure Services, enabling organisations to embrace and get the most out of Cloud services. We can deliver:

- Connectivity to your chosen cloud;
- Migration of IT platforms to hybrid cloud environments;
- Service Management & Optimisation for AWS & Azure; and,
- Infrastructure Managed Services.

Syntura: Network Services

Let us arm your organisation with everything necessary to communicate more effectively. Our solutions include:

- Wide Area Networks;
- Internet Services, such as Leased Lines and Business Broadband; and,
- Connectivity to Public Clouds and the telephone network.

Syntura: IT Security Services

Syntura offers a comprehensive set of Managed IT Security services. They are designed to protect your organisation from malicious attacks as well as unforeseen disasters. Our solutions work to protect your users and your data wherever they are – office, remote or in the Cloud:

- Managed Firewalls and VPNs;
- Unified Threat Management;
- Remote Access;
- Business Continuity; and,
- Denial of Service Protection.

Due to the bespoke nature of some of our solutions, Syntura can provide technical consultancy to ensure that you receive the best solution for your requirements.

Customers contract with Syntura for their chosen services by signing a Customer Order Form with Terms and Conditions and Service Level Agreements.

Customer service

Fault Management

Faults can be reported to our Customer Service Centre (contact details appear under paragraph 6 below) free of charge, 24 hours a day, 365 days a year. Engineers attend and work on faults 24 hours a day, 365 days a year.

Billing/Billing Errors and Refunds

Syntura takes invoicing seriously. When invoices are prepared they are checked against contracted pricing and, where relevant, the recorded usage to ensure the invoice has been calculated correctly. If you have a query relating to your bill, please contact our Customer Service Centre at the number listed in paragraph 6 below. Should your request require escalation, it will be forwarded to our Accounts team for resolution.

In the unlikely event that you have been overcharged or where you become entitled to a credit under our service level agreements, we will promptly either raise a credit to your account, or issue you with a refund by cheque.

Compensation

Most Syntura services are covered by service level agreements under which compensation may be payable to you in the event that prescribed performance targets are not met. Customers should receive relevant service level agreements with their order forms and

contractual information. Additional copies may be obtained by contacting us using the contact information set out in paragraph 6 below. Our DSL based services generally do not carry compensation-bearing service level agreements.

Difficulties in Paying an Invoice

If you envisage problems or delays in payment of invoices please contact us as soon as you become aware of the difficulty.

Depending on the circumstances, Syntura may be able to make arrangements to ensure your services continue and are not terminated nor suspended.

Contractual information including how to terminate contracts with Syntura

Typical contracts with Syntura are for 36 month Initial Periods. Tailored agreements may contain shorter or longer terms. You can terminate any order with us upon sixty day's notice in writing to Syntura. If you cancel within the Initial Period however, early termination charges will generally apply.

Customers agree to provide requests/notices for termination of Agreements and/or Services by completing the Syntura Order Termination Request Form available at www.syntura.io/ordertermination and returning it to terminations@syntura.io. No other form of request or notice regarding termination of Agreements and/or Services shall be valid.

Pricing and tariff information

The prices of the majority of our services are tailored for each customer and are dependent upon required specification of service, capacity, resilience levels and, often, distance (e.g. leased line services). Prices of usage based services such as Email Shield and IP transit are also dependent upon volumes committed to.

We keep our voice tariffs and DSL prices under regular review and work with our suppliers to lower prices where possible. Our current voice and DSL tariffs are available for customers to view at our office at the address below. Customers may also request copies of these tariffs from our Customer Services Centre.

How to contact us

If you need advice, information or assistance on any products and services or in relation to this Code of Practice, you may wish to speak directly with your account manager. Alternatively you may contact us as follows;

Main office (and registered office) address: Telephone numbers:

Syntura
50 Leman Street
London E1 8HQ

Customer Service Centre

(24 hour Customer Support): 0333 200 3337
Main office: 020 7847 4500
Sales: 020 7847 4510

Other contact information:

Service and support: support@syntura.io
Sales: sales@syntura.io
Finance/billing: finance@syntura.io

Terminations: terminations@syntura.io
Website: www.syntura.io

Dispute resolution/complaint handling

We are committed to providing you with excellent customer service. However, in the event that you are not satisfied with the manner in which we are handling an issue that you have brought to our attention, we have a comprehensive complaint handling procedure, which includes escalation to independent agencies in the event that you are unhappy with the outcome of a complaint.

When you contact our Customer Services Centre (email on support@syntura.co.uk or telephone on 0333 200 3337 to make a complaint, including any IPR complaint, a customer service consultant will try to solve the problem as quickly as possible and preferably during your phone call. Syntura will endeavour to answer all customer complaints within five business days of receipt. Where this is not possible, we will agree a course of action with you. Please note that invoicing queries may take a little while to resolve.

If you are not happy with the response you receive, you may ask for the matter to be escalated to the appropriate senior manager for further investigation. The senior manager will endeavour to answer all customer complaints escalations within five business days of receipt.

We believe that it is in your and our best interests to try to resolve any dispute without outside assistance, and you may be assured that we will devote sufficient resource to attempting to resolve any issues that may arise between us. However, if we have not resolved your complaint to your satisfaction after 14 days the matter can be referred as a formal complaint to the complaints department at complaints@syntura.io who will endeavour to resolve the dispute between the parties, escalating the issue to the Managing Director where appropriate.

Syntura will inform you of the outcome of the dispute and will confirm whether it intends to review the matter further in writing within 8 weeks of the dispute. In the event that the dispute will not be reviewed further or it remains unsettled after 8 weeks or you have

received a letter from us saying that your complaint has reached “deadlock”, you shall be issued an Alternative Dispute Resolution (“ADR”) letter setting out your right to bring the complaint to the Ombudsman Services. The Ombudsman Service is independent from OFCOM. It is a third party alternative dispute resolution service for public communication providers and their customers. Syntura is a member of the Ombudsman Services (OS). The Ombudsman Services investigates complaints by listening to both parties and pursuing the facts.

The Ombudsman Services may be contacted at the following address:

Ombudsman Services
Ombudsman Services: Communications
P.O. Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1614

Email: enquiry@ombudsman-services.org

Website: <http://www.ombudsman-services.org/>

About OFCOM

OFCOM is the regulator for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services.

OFCOM may be contacted at the following address:

Office of Communications (OFCOM)
OFCOM Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Telephone: 0300 123 3000 or 020 7981 3000

Fax: 020 7981 3333

Email: contact@ofcom.org.uk

How to obtain this code of practice in alternative formats

This Code of Practice is published on our website at <http://www.syntura.io/legal>. Additional copies in alternative formats are available on request and free of charge to any domestic and small business customer. Syntura is committed to making every reasonable effort to supply this Code of Practice in a format that meets the needs of our customers. If you require hard copies, electronic versions, or alternative formats, including large print or braille, please contact our customer service centre on 0333 200 3337.

Privacy

We know that privacy is very important to our customers and we aim to respect and protect that at all times. Please read our privacy statement available on our website at <http://www.syntura.io/legal>.

To ensure that privacy is protected, Syntura has a strict policy of not selling our customer details to outside marketing agencies.

Additional information

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 website at: <http://stakeholders.ofcom.org.uk/telecoms/codes-of-practice/>

Other useful contacts

Telephone Preference Service

This service helps you to make sure your telephone is no longer available to organisations that may call you with offers and information you do not wish to receive.

Register online at: www.tpsonline.org.uk
Telephone: 0345 070 0707
Email: tps@dma.org.uk

Fax Preference Service

This service helps you to make sure that your fax machine is no longer available to organisations who may fax you with offers and information you do not want.

Register online at: www.fpsonline.org.uk
Telephone: 0345 070 0702
Email: fps@dma.org.uk