



Codes of Practice for Gigabit IQ – October 2024

Our Official Code of Practice

Like all professional businesses in the telecoms industry, we welcome and adhere to an official code of practice.

This page describes our code of practice. It is comprehensive but please do contact us if you have any questions or need additional detail or clarity. This code includes our Basic Code of Practice.

Part 1

Basic Code of Practice for Domestic and/or Small Business Customers

Introduction

“Gigabit IQ” is a brand under Grayshott Gigabit Limited (“we or us”), a company incorporated in England and Wales with company registration number 13136209, registered address Suite 21-25, Marshall House, 124 Middleton Road, Morden, SM4 6RW.

Gigabit IQ is an independent company that delivers broadband communications services to domestic and business customers in the UK. 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 and 3rd party network providers 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. Additional copies are available on request and free of charge to any domestic and small business customer.

Please contact us if you would like to see our code in an **alternative format** e.g. large print, Braille, etc..



How to contact us

Please contact our Customer Service Team:

By phone: 0800 254 5500
From 9-5 Monday-Friday

By email: query@gigabitiq.com

By letter to our address:

Gigabit IQ, Suite 21-24 Marshall House, 124 Middleton Road, Morden, Surrey, SM4 6RW

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 those 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.

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the Committees of Advertising Practice website www.cap.org.uk

Our products and services include:

- Broadband access
- VoIP & IP telephony services
- Internet
- Directory enquiries
- Mobile telephone and data services
- Wi-Fi Services
- Software Services (Parental Controls, Cybersecurity)
- Equipment and maintenance services

Terms and conditions

When you subscribe to a service from Gigabit IQ., we will either send you our **Standard Terms and Conditions** and ask you to sign a contract, if applicable, or you will purchase our services from our website: www.gigabitiq.com.



If you have any questions about these terms or contract, please phone our Customer Service & Sales Team on 0800 254 5500.

We may carry out a credit check as part of our assessment procedures. Where applicable, the standard contract term for our services is 24 months. We aim to provide services within ten working days of your original request, subject to the availability and installation of any equipment and, where appropriate, fibre optic cables 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 wish to cancel your order or give notice on a contract please call our Customer Service Team on 0800 254 5500 to discuss how to do this and to ensure you understand your rights and obligations. In the vast majority of cases, our standard terms will apply:

- 1 – If you decide to cancel your order or agreement **before we have provided the services**, you may do so without charge within fourteen days after your order is placed.
- 2 – **After 14 days** we may charge you an administration fee as set out in your contract.
- 3 – If you wish to terminate your contract **within the standard term** of 24 months, we will charge you a fee as set out in your contract. For further details, please also refer to the Broadband Terms & Conditions, available on the website: www.gigabitiq.com
- 4 – **After the minimum term** you can cancel any service by giving us one months' notice in writing.
- 5 – **Notice will only be accepted** from customers when there are no outstanding accounts issues.

These cancellation rights do not affect your legal rights. If you require any advice on your legal rights, you can refer to www.adviceguide.org.uk

Faults and repairs

Please call our Support Team on 0800 254 5500 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 days or within the service level agreed with our 3rd party network supplier. You can also log a case via our Customer Portal – access from the www.gigabitiq.com website, or by email to help@gigabitiq.com

Please note that our telephone number is answered by a customer support team during office hours (9am - 5pm) who will endeavour to solve your issue. Outside office hours you can leave a message which will be picked up by an on duty engineer.



Outage notifications and any planned maintenance notifications are also published via social media, and on our website support pages, so please do refer to these resources for up to date information. If there is a problem, we can ensure you that our engineers and our 3rd party network provider engineers/teams will be on the case and working to fix this as soon as possible.

Compensation and refund policy

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 10 working days. Any refunds that are due will be credited to the next month's invoice. (or set out your own policy, if different).

Price lists

Our pricing structure is available from our Customer Service Team by email at billing@gigabitiq.com, or can be found at www.gigabitiq.com. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly via direct debit, and the sign up process for these is done via the website. The direct debit mandates are agreed and authorised via our 3rd party billing provider; GoCardless at the start of your contract. If you wish to change your method of payment at any time, please call our Accounts & Billing Team.

We provide itemised bills as part of our service to you. If you have difficulty paying your bill, please contact us on 0800 254 5500 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.

If you are moving home or office, please call our Accounts Team on 0800 254 5500, and email billing@gigabitiq.com NO LATER than 30 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.

VoIP (Voice over IP), Digital Landline & Number porting

If you choose to use our referral Voice over IP provider, Vonage; <https://www.grayshottgigabit.com/voip>; please note that this service may be affected by a power outage, and so we anticipate that you have access to mobile phone services in case of emergency.



You will need to abide by Terms & Conditions for Vonage. For transfer/porting numbers from your previous landline provider or any other voice related services please refer to FAQ's from Vonage: [How to use Vonage for Home | Vonage.](#)

You may continue to subscribe to your existing landline telephone services by your existing provider.

We do not bear responsibility for any issues or support requirements of the Vonage service, as it is independent of our broadband service

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 at the end of this document – **Part 2**.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability, including:

- Social Tariff for the vulnerable and those on certain benefits. Our social tariff plan may only be available dependent on availability from the 3rd party network provider across the UK.
- Priority support to the Customer Service Team
- Additional help and support if you have difficulty paying your bill

Please contact us at help@gigabitiq.com, and mark your query with Special Needs in the subject heading.

Data protection

We comply fully with our obligations under the [Data Protection Act 1998](#).



Part 2 – Code of Practice: Complaint Handling and Dispute Resolution

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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.

If you have a complaint about any part of our service, please contact our Customer Service Team (or other department or named individual) using one of the following

By phone: 0800 254 5500

By email: help@gigabitiq.com

By letter: Gigabit IQ Ltd, Suite 21-25, Marshall House, 124 Middleton Road, Morden, SM4 6RW

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line.

During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible.



However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful addresses

Communications Ombudsman Services:

By phone:

The best way to contact us is by phoning us:

- 0330 440 1614 (phone) Mon-Fri 8am to 8pm Sat 9am to 1pm

By post:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Email: enquiries@os-communications.org

Website: www.ombudsman-services.org

Ofcom

By Post: Riverside House, 2a Southwark Bridge Road, London SE1 9HA.

By phone: Tel: 020 7981 3040 or 0300 123 3333

By email: contact@ofcom.org.uk

Website: www.ofcom.org.uk



Our Liability

The following provisions set out our entire liability (including any liability for the acts and omissions of our employees, 3rd party network providers, agents or sub-contractors) to you in respect of: (a) any breach of our contractual obligations arising under this Agreement; and (b) any representation, statement or tortious act or omission including negligence arising under or in connection with this Agreement.

Throughout this liability section, any act or omission on the part of us or our employees or agents or sub-contractors falling within either (a) or (b) above shall be known as an “Event of Default”.

You agree that you are accepting these terms and conditions in the knowledge that our liability is limited and that the prices and charges payable by you have been calculated accordingly.

We do not exclude or limit our liability to you for: (a) personal injury (including sickness and death) resulting from our acts or omissions to the extent that such injury results from the negligence or wilful default of ourselves or our agents working on our behalf; (b) any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; (c) any breach of our obligations under Part 1 of the Consumer Protection Act 1987; or (d) fraudulent misrepresentation.

You will not hold us responsible in respect of any Event of Default for any consequential loss including but not limited to the following heads of loss: (a) lost profit; (b) lost business; (c) lost opportunity; (d) loss of goodwill (e) loss of reputation; (f) loss of revenue or savings you expect to make; (g) liability to third parties; or (h) wasted expenditure or data being lost or corrupted.

We do not have any liability to you (including liability for negligence) for the acts or omissions of our service provider or for faults or failures in their network or equipment.

We exclude all liability in respect of the accuracy, completeness, fitness for purpose or legality of any information accessed using the Services, and we exclude all liability of any kind for the transmission, or the reception of, or the failure to transmit, or to receive any material of whatever nature via the Service.

Subject to the limits set out in clause below we shall accept liability to you in respect of any damage to your tangible property resulting from the negligence of us or our employees or agents or sub-contractors.



Any liability we have to you of any sort is limited to the greater of 125% of either: (a) the charges paid by you for the Service in the 12 months preceding the date on which the liability first arose; or (b) the charges we would have expected you to pay over a 12 month period if you have not received the Services for a full year.

If the number of Events of Default gives rise to substantially the same loss then they shall be regarded as giving rise to only one claim under this Agreement.

Except in the case of an Event of Default arising under clause above we shall have no liability to you in respect of any Event of Default unless you serve us with written notice of it within six (6) months of the date you become aware of the circumstances giving rise to the Event of Default or the date when you ought reasonably to have become so aware.

You acknowledge that the Service is not guaranteed to be fault free. When using the Service you agree that you do so without any conditions, guarantees, warranties, whether express or implied including but not limited to any warranties or conditions as to satisfactory quality or fitness for a particular purpose, which are expressly excluded to the maximum extent permitted by law.

Nothing in this Agreement shall affect your statutory rights.

Variations

We reserve the right to vary the terms of this Agreement at any time and we will inform you of any such changes through e-mail, newsletter or published on our terms & conditions on www.gigabitiq.com as we consider appropriate.

We will give you at least ten (10) days' notice of any changes before they take effect.