

OUR CODE OF CONDUCT

Our code of conduct outlines our expectations regarding behaviour towards and between our staff and customers. We promote freedom of expression and open communication but expect all people to follow our code of conduct and avoid offending or causing disruption. We expect our employees to foster a well-organised, respectful and collaborative working environment.

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates. As a minimum, we adopt procedures and practices in keeping with EU General Data Protection Regulations.

Duty of Care

The internet services we provide, along with our actions and advice will always conform to relevant law and standards, and we believe that all businesses and organisations should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and wider environments, and the well-being of society at large.

Ethics

We always conduct our own services honestly and honourably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

Professional Conduct

Our team is well trained and we conduct all of our activities

professionally and with integrity. We take great care to ensure that any work we carry out at your property is performed safely, using professional equipment and tools and to the highest standards available. We expect anyone who you are in contact with to act professionally and honestly and we expect the same in return. You will always be treated respectfully and courteously but our all our people have our permission to disengage with anyone who is abusive or rude.

Contracts

Our contract will usually be in the form of a contract covered by our general terms and conditions. These terms will be provided to you at the point on order or delivery and are available to view from our website at any time. The quality of our service and the value of our support provide the basis for continuity. We always work to meet our customers' contractual requirements and have measures in place for you to easily and simply let us know, should you ever have a problem or complaint about the service we provide.

Charges

Our charges are always competitive for the service we provide, which is always of the highest possible quality. We do not offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. However, we always work to propose solutions which accommodate our customers' available budgets and timescales. We agree our fees and basis of charges clearly in advance, so that we and our customers can plan with confidence.

Payment

We expect our bills to be settled in a timely manner as set out in our terms and conditions. Late or overdue payments may result in service being suspended or stopped and you will be liable to pay a reconnection fee, and may incur charges for missed payments. If you have a problem in making a

payment, we ask that you contact us immediately so that we can discuss and resolve the issue with you, and avoid interruption of your service.

Quality Assurance

We maintain the quality of what we do through automated and human network monitoring as well as feedback from our subscribers. We make every effort to keep you connected to our network and to the outside world. However, we are not in control of the wider internet and cannot guarantee that all services will be available all of the time. If you do have a problem, please let us know as soon as possible so that we can help.

Equality and Discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

Accessibility

If you have any queries or concerns, please don't hesitate to contact us. Our customer service and support line is open from 0800 to 2000 Mon-Fri. We cannot promise 24/7 availability, but always strive to respond as quickly as humanly possible outside working hours. If a human being is not available to respond immediately to your call, you will be invited to leave a message. That message is automatically relayed by SMS and email to all members of our service and support team, wherever they are. Whoever is available to respond will do so. We remind all our subscribers to tell us as soon as they have any concerns about our service – we unable to fix a problem if we're unaware of its existence.

We have one telephone number for all your calls (you will be invited to choose between Technical Support and Sales when you call) which is 03333 321817. Calls are charge at the standard national rate.



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