



g3 network services

1. Who We Are

G3's Network Services offers inbound and outbound communications services to businesses throughout the UK.

2. The Code of Practice

G3 always aims to provide the highest levels of customer service and satisfaction. This Code of Practice gives an overview of our approach to customer services and the services we provide.

3. Our Services

G3 is a converged voice and data communications specialist; we design, implement and maintain IP Telephony and data networking devices for medium to large enterprises. The G3 Network Services team is a dedicated team delivering inbound and outbound services, such as LES Circuits, ISDN and SDSN circuits, BT lines, non-geographic numbers etc.

G3 Network Services provides customers a range of advanced features, accessed via our online billing portal; companies can efficiently manage inbound and outbound calls. G3's outbound call management services are designed to reduce your total cost of telecoms ownership; least cost routing, consolidated billing and call analysis.

Our inbound call services provide a new and cost-effective alternative to PBX-driven call management.

G3's Resource Evaluation service enables you to expose expenditure wasted on resources that are under performing, over-priced or simply unimportant, helping you increase business productivity and reduce your telecoms expenditure.

For a full list of our services, please visit www.g3-tel.com or contact the G3 Network Services team on 0207 075 1400.

4. Customer Service

G3's key focus for this year is to become better at what we do - ensuring that we apply a consistent proposition, methodology and attitude to every project that we deliver to every client in every location.

Customer satisfaction is the most important part of any business. We endeavor to exceed customer's expectations and provide superior customer service levels.

Customer quality of service is at the heart of everything we do. In turn, that means the quality of our account management team is vital to ensure a truly productive business partnership evolves.

Your Account Manager is your first point of contact for any matter, technical or commercial. Your Account Manager will take ownership of any issues you have and will delegate tasks to G3 specialists when necessary.

With a wealth of knowledge on products and business communications strategy, your Account Manager is an asset to be 'used' for advice and guidance at any time.

4.1 G3 Contract Type - (As provided by BT)

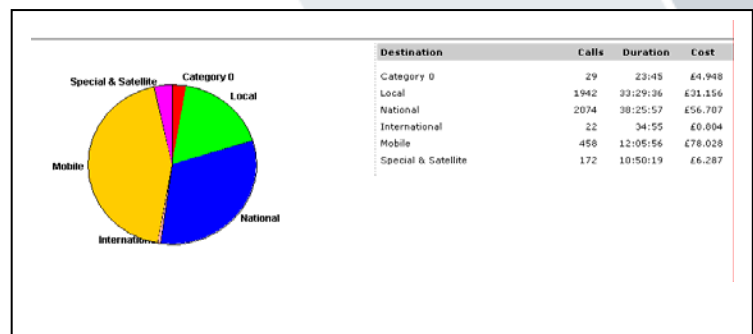
Service Levels	Operational Hours	Response
Standard Care Analogue ISDN2e	0800 - 1700 hours Monday to Friday Excluding Public Holidays	Reports received within operational hours: Response by the end of the next working day. Reports received outside operational hours: Response by the end of the next 2 working days Work will be carried out only during working hours.
Prompt Care ISDN30e DASS	0800 - 1700 hours Monday to Saturday Excluding Public Holidays	Reports received within operational hours: Response within 4 working hours. Reports received outside operational hours: Response within first 4 working hours of the next working day. If the fault is not cleared during this period, G3 will advise the Nominated Contact of the progress being made to clear the fault. Work will be carried out only during working hours.
Total Care Additional Charge applies of £2.00 per channel	24 hours per day 7 days per week Including Public Holidays.	Response within 4 hours of receipt of a fault report. If the fault is not cleared during this period, BT will advise the Nominated Contact of the progress being made to clear the fault.

Management Information & Billing Services:

Standard call reports are issued by email (or by post) free of charge with your bill every calendar month.

Standard Reports

- Call Analysis
- Call Type Breakdown
- Recurring Charges
- Itemised Call Statement
- Line Breakdown
- 30 Longest Duration
- 30 Most Expensive Calls
- 30 Most frequently dialed number
- 30 Most expensive dialed number



DDI Reporting

An analysis of calls by the DDI (Direct Dial Inwards) is also available:

- DDI Billing (Set up charges apply)

Availability of DDI billing is subject to your carrier service and PBX specification and may require call-logging software to capture all CDR's. Contact your Account Manager for details.

Bespoke Reports

Customised reports on outgoing and incoming calls are available at although an additional cost may apply. Contact your Account Manager for details.

Web Access

Your standard Call Analysis and Reports are also available through G3's WebBillity management information system. Contact G3 for web access details.



Management Alerts

The 'eAlert' Service, provides emailed warnings of network misuse. Alert criteria are set to monitor specific user behaviour e.g. 'alert all extension numbers that make calls costing over £5'. When the alert is triggered, the administrator receives an immediate email alert and report on the event.

5. Fault Reporting

Should you need to report a fault with your Network Services, please report the fault to the G3 Helpdesk on 0845 612 1400.

Access to the helpdesk is dependent on your contract, standard times are 8.30 – 18.00 Monday – Friday (excluding Bank Holidays) or email support@g3-tel.com

Fault resolution time frames is again dependent on the type of contract you take out with G3 Network Services, see Contract Type section.

6. Terms and Conditions

Our terms and conditions describe the general legal and contractual obligations between our customers and us. The details of the terms and conditions will vary from time to time and will depend on the kind of service purchased. Please see your contract for terms and conditions or speak with your G3 Network Services Account Manager.

6. Copy of Code of Practice

You can obtain a copy of the G3NS Code of Practice at <http://www.g3tel.com/technology/network-services/>.

7. Additional Information

This Code has been approved by OFCOM for the purposes of section 52 of the Communications Act 2003.

8. Useful Contact Details

8.1 How to contact us

G3 Network Services Ltd, Harling House, 47-51 Great Suffolk Street, London, SE1 0BS

Sales and General Contact:

Phone: +44 (0) 20 7075 1400
E-mail: g3networkservices@g3-tel.com
Web: www.g3-tel.com

G3 Helpdesk:

Phone: 0845 612 1400 (8.30-6pm Mon-Fri excluding public holidays).
E-mail: <http://www.g3-tel.com/technology/network-services/>

8.2 Other Organisations

Office of the Telecommunications Ombudsman (OTELO)

PO Box 730, Warrington WA4 6WU

Phone: 0845 050 1614

Fax: 01925 430059

E-mail: enquiries@otelo.org.uk

Web: www.otelo.org.uk

Otelo resolves disputes between member operators and their residential and small business customers. Call Navigator is a member of OTELO.

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)

4th Floor, Clove Building, 4 Maguire Street, London SE12NQ

Phone: 020 7940 7474

Fax: 020 7940 7456

ICSTIS regulates Premium Rate Services (including numbers commencing with 09).

Office of Communications (OFCOM)

OFCOM Contact Centre, Riverside House, 2a Southwark Bridge Road, London SE19HA

Phone: 020 7981 3040

E-mail: contact@ofcom.org.uk

Web: www.ofcom.org.uk

OFCOM is the main regulator for the UK telecommunications industry