

1 INTRODUCTION

UKS Limited is a private company and is a provider of hosting, connectivity and support solutions to technical domestic and business customers.

'UKShells' refers to our shared hosting services

'UKSolutions' refers to our co-location, connectivity and support services

2 CONTACT DETAILS

You may write to us at:

UKS Limited
Birmingham Road
Studley
Warwickshire
B80 7BG

You may also email or telephone us during working hours (9am – 5pm Monday to Friday excluding public holidays)

UKShells Shared Hosting

UKSolutions Services

Telephone: 0871 5041 333
Email: sales@ukshells.co.uk

Telephone: 08700 681 333
Email: sales@uksolutions.co.uk

3 SERVICES & PRICES

UKS Limited is a full service environment suitable for hosting customer infrastructure from single servers to cages, combined with your choice of bespoke project support, and managed connectivity solutions, makes UKSolutions a genuine alternative to London co-location services.

The most recent services offered, along with prices can be found on our websites:

UKShells Shared Hosting www.ukshells.co.uk
All other services refer to www.uksolutions.co.uk

4 CONTRACT TERMS & CONDITIONS

UKS Limited charges 'in advance' for services, and all invoices feature a service commencement date. If an invoice is not paid by this commencement date, the company retains the right to suspend or terminate service as per the conditions found published on our website.

For UKShells, please refer to the most recent version of our Service Agreement:

www.ukshells.co.uk/support/serviceagreement.html

In summary, services are provided for the term pre-paid and not auto-renewed. The customer may cancel by not renewing the service. If UKShells fails to provide the product in-line with the specification, and fails to correct this at the customer's request, the customer is entitled to a refund of the unused service portion with certain exclusions (Domain Names, SSL certificates). The specific and binding terms and conditions can be found in the Service Agreement.

For UKSolutions, please refer to our Hosting Agreement. This document is signed as a contract with each customer:

www.uksolutions.co.uk/pdf/uks-hostingagreement.pdf

In summary, unless a written agreement or other notice from UKS states otherwise (such as a minimum term on a Service Order), the minimum term of any service is 90 days, the end of the period of service on the first invoice, or the service renewal date on the most recent invoice (whichever is longer). The customer may terminate services after the minimum term with 90 days notice. The specific and binding terms and conditions can be found in the Hosting Agreement.

5 CUSTOMER SERVICE

Please speak to the customer service and support team, details found in the "Contact Details" section.

6 COMPENSATION OR REFUND POLICY

If, after the complaint handling process has been followed, a refund is due this will be made without delay. If a credit/debit card was used to pay for the service, the refund will be to the same. Please speak to the customer service and support team, details found in the 'Contact Details' section.

7 COMPLAINT HANDLING PROCESS

UKS Limited is committed to providing excellent customer service. If you have any issues or complaints then please contact us without delay and we will work to resolve the issue as soon as possible.

Any complaints or queries should be reported to the relevant UKS team in writing (letter or email) or by calling Customer Services & Support. To help our enquires, you should include with your correspondence; your customer account number, ticket reference number, record of all relevant communication with UKS Limited and a summary of the issues which you wish our response to address. Contact details can be found in the 'Contact Details' section of this document.

Once a complaint has been received we will endeavour to respond in writing, within 7 days. If you do not receive a satisfactory response to your complaint, then you may request, in writing, that the matter be escalated to a more senior level within the organisation for review.

Our main objective is to resolve complaints quickly, and where appropriate to make sure that the knowledge gained will be used to ensure that preventative action is taken.

If we have not resolved your complaint to your satisfaction after 12 weeks or if you have received a letter from us saying that your complaint has reached 'deadlock', you may make a complaint through CISAS, an independent alternative dispute resolution scheme.

CISAS
c/o Dispute Resolution Services
The Chartered Institute of Arbitrators
12 Bloomsbury Square
London
WC1A 2LP

Tel: 020 7421 7432
Fax: 020 7404 7150
Text Phone: 020 7242 5643
Email: cisas@drs-ciarb.com
Web site: www.arbitrators.org/cisas/index.asp

Please follow these simple steps:

- (a) **Raise a complaint without delay**
- (b) **UKS will work to rapid resolution, but will always respond within 7 days**
- (c) **If we can't resolve it within 12 weeks, or you have received a deadlock letter from us, you may speak to CISAS**

8 DATA PROTECTION

UKS Limited comply with all relevant data protection legislation.

9 HOW TO OBTAIN THIS CODE OF PRACTICE

This Code of Practice is published on our Web site at www.uksolutions.co.uk. Additional copies are available on request and free of charge to any domestic and small business customer.

10 APPROVAL AND REVIEW OF THE CODE OF PRACTICE

UKS Limited is committed to keeping the information in this Code of Practice accurate and up to date. UKS Limited will amend and reissue the Code of Practice to our website following any changes to the processes or information it contains.

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