



Code of Practice

About Sota

Sota Solutions was established in 1989 and delivers networking and communications solutions mainly to business customers across the UK.

Purpose of this Code

This Code of Practice explains the products and services that we offer to our residential and small business customers, how to purchase these products, the standard of service you can expect and how to complain if we do not meet your expectations.

Contact details

Sota Solutions Limited
300 Cornforth Drive
Kent Science Park
Sittingbourne
Kent
ME9 8PX

Phone: 01795 413500
Fax: 01795 413501

Email

Support: support@sota.co.uk

Sales: sales@sota.co.uk

Customer Service: customerservice@sota.co.uk

Our standard hours of support are Monday to Friday 9am to 5pm.

Our Services

Sota Solutions provides a wide portfolio of voice, data and Internet services under the brand name SotaConnect.

We may not provide all the component parts of our services ourselves; however, we do take responsibility for all the services delivered to you.

Full details of our products and services can be found on our web site www.sotaconnect.net or by contacting your Account Manager.



The services that we may offer to residential and small business customers include:

Internet Access

SotaConnect Internet Access provides customers with access to the internet. Permanent connections to the Internet are available via leased line or broadband or alternatively customers may opt for dial-up access either with a fixed monthly fee or on a pay as you go basis.

Further details of these services can be found at <http://www.sotaconnect.net/internet-access.php>

Outbound Telephony

The SotaConnect Fixed Line Service provides customers with a low cost service for all outgoing telephone calls utilising their existing BT telephone lines.

The majority of customers choose to use Carrier Pre-Selection (CPS) to route their calls which enables them to automatically make savings on any combination of local, national, international and mobile telephone calls. Alternatively, customers may opt to manually dial a prefix number before any calls or have their telephone systems programmed to automatically do this for them.

Hosted Telephony

The SotaConnect SIP Hosted Telephony Service allows customers to make and receive telephone calls over standard Internet connections such as Broadband. The service requires the use of SIP compliant telephones which are directly connected to either a local area network or Broadband router.

SIP, or Session Initiation Protocol, is a standard which has been widely adopted by the telecoms industry to supply voice-over-IP services (VoIP).

Calls between SIP handsets can be made completely free of charge. A low cost call tariff applies to telephone calls made to normal telephone numbers. In most cases there is no charge for calls received.

The SIP Hosted Telephony service provides many of the functions of a traditional telephone system but without the need to purchase, install and maintain central telephone equipment. Every SIP telephone is effectively an extension of a large telephone system hosted in a commercial data centre. This means that it is possible to benefit from features such as transferring calls and voicemail.



SIP Trunks

A SotaConnect SIP Trunk is low cost alternative to a telephone line, except it provides a path for telephone calls over the Internet rather than over a physical wire. Each telephone call to or from the "outside world" requires a dedicated SIP trunk in the same way that a traditional telephone call requires a PSTN line or ISDN channel.

When a SIP handset makes or receives an external call, a SIP trunk is initiated which requires a small amount of Internet bandwidth (approximately 100Kbps). Therefore, the maximum number of SIP trunks is usually determined by the Internet bandwidth available at the customer's premises.

Inbound Telephony

The SotaConnect Voice Number Translation service provides customers with non-geographical numbers including freephone, lo-call, national rate and premium rate numbers that they can use for their incoming telephone calls.

Further details of any of these services can be obtained from either your Account Manager or our Sales team.

Terms and conditions

Before Sota provides you with any service, you are required to sign a contract which details the service that you are entering into and the terms and conditions relating to that contract.

A copy of the contract which you have entered into, which includes details of any minimum contractual periods, can be obtained by contacting either your Account Manager or Customer Services.

Cancellation

If you wish to cancel your service with Sota you can do this by contacting Customer Services in writing or by Email.

When you cancel your service with Sota we will advise you of the date when the service will cease. You will remain liable for the costs of any services we provide up until this date. Any notice period required by your contract will commence on the date we received notification of your request to cancel.

Further details of your cancellation rights can be obtained from either your Account Manager or Customer Services.



Faults and repairs

If you experience a fault with any of our services, please contact our support team as follows:

Email: support@sota.co.uk

Phone: 01795 413500

We aim to investigate and respond to all faults reported within 8 working hours.

We will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Compensation and Refunds

We will assess each claim for compensation or refund 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 your account with Sota or refunded by cheque.

Pricing

We will notify you in advance if the pricing changes for any of the services that you receive from us. This notification may be via the contact email that you have supplied us with.

Details of our current pricing can be obtained by contacting your Account Manager or Customer Services.

Billing

Depending on the details of the agreement that you have entered into, we will bill you either monthly, quarterly or annually.

An invoice will be sent to you in advance of the due date which will indicate your payment terms. Monthly invoices should be paid by Direct Debit unless otherwise agreed in writing. All other invoices may be paid by Direct Debit, BACS or cheque.

Please contact Customer Services should you wish to change your method of payment.



Customer Complaints

We endeavour to ensure that our customers remain happy by providing the highest level of service possible. However, despite all our efforts, sometimes 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 Services Team by email to customerservice@sota.co.uk

You may also send your complaint to us in writing to:

Sota Solutions Limited, 300 Cornforth Drive, Kent Science Park, Sittingbourne ME9 8PX

One of our Customer Service Team will investigate your complaint and attempt to resolve it quickly and efficiently. You will be kept informed about progress at all times. If we do not resolve your complaint to your satisfaction, you may escalate the complaint further within our company. If we are unable to resolve your complaint satisfactorily, we will write to you to say so.

If you have received a "deadlock" letter from us or more than two months has passed since you first made your complaint, then you may ask of help from CISAS. CISAS is an independent organisation that is approved by Ofcom to provide an alternative dispute resolution (ADR) service. CISAS sets out to resolve disputes between consumers or small businesses and communications providers.

Useful Addresses

CISAS: 24 Angel Gate
City Road
London
EC1V 2PT

Tel: 020 7520 3827
Email: info@cisas.org.uk
Web: www.cisas.org.uk

Ofcom: Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Tel: 020 7981 3040
Email: contact@ofcom.org.uk
Web: www.ofcom.org.uk



How to obtain this Code of Practice

This Code of Practice is published on our Web site at www.sotaconnect.net/codeofpractice.pdf

Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

Additional Information

This Code 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 Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf