

## **1. About Us**

Gravity Internet is a business Internet Service Provider, created by a team who are dedicated to the Internet. With our combined experience and knowledge of over 60 years in the ISP/Telecoms/Carrier industries, we can truly satisfy sophisticated and complex service demands.

We are committed to building creative, innovative and reliable services to our portfolio, whilst ensuring stability and continuity for existing customers. The team have set out to bring new levels of understanding, flexibility and technology to an industry that has become stale and cynical. Unlike other business ISPs, we truly understand the impact that the technologies and applications of the Internet can have on your business. This understanding is combined with a commitment to customer service that shames our competitors.

We offer the best in performance, reliability and support to all our customers, and are inclusive at all levels of the business community.

Gravity Internet is privately owned and independently financed. Having no venture capitalist funding ensures that the company has no aggressive sales strategy at the expense of customer service and long term growth.

## **2. The purpose of the Code**

The purpose of this Code of Practice is to provide full information about your relationship with us.

## **3. Contact details**

Our contact details can be found here.

Gravity Internet is a member of ISPA (<http://www.ispa.org.uk/>) whose contact details are as follows:

Internet Services Providers' Association, UK  
23 Palace Street  
London  
SW1E 5HW  
Telephone: (44) 020 7233 7234  
Fax: (44) 020 7233 7294  
E-mail: [admin@ispa.org.uk](mailto:admin@ispa.org.uk)

Gravity Internet is regulated by OFCOM (<http://www.ofcom.org.uk/>) whose contact details are as follows:

Ofcom Contact Centre  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA  
Tel: 0845 456 3000 or 020 7981 3040  
Fax: 0845 456 3333  
E-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

## **4. General philosophy**

Our mission is to "provide the best business ISP service in the UK".

## **5. Range of services**

You will find full descriptions of all the products and services available from Gravity Internet at:  
<http://www.gravityinternet.net/services/services.html>

## **6. Customer Service**

### 6.1. Ordering Products and Services

Most Gravity Internet may be ordered by contacting through our sales team. Specified services are also made available online or with our sales team on the telephone numbers provided.

### 6.2. Charges

Full tariff information can be found at:

<http://www.gravityinternet.net/services/services.html>

Customers can also contact our Accounts or Sales teams to retrieve this information.

The following payment methods are accepted: All major credit cards (except American Express), Debit Card (except Visa Electron), Cheque, BACS transfer, Standing Order and Direct Debit payments. Cash payments are not accepted.

Full itemisation is available on invoices.

All products and services are made as a single supply; your account may be suspended or closed if any sum due for a product or service is unpaid or is in arrears.

### 6.3. Faults

Although we attempt to provide all customers with the best possible service, we can not guarantee that products and services will never be faulty. However, we will correct all reported faults as soon as we reasonably can.

If there is a fault with your service, you should report it as soon as possible by telephoning 0844 586 1805 or e-mailing us at [support@gravityinternet.net](mailto:support@gravityinternet.net).

Where applicable, information about the target time to fix faults is covered in the Service Level Agreement for the product in question.

### 6.4. Complaints

Gravity Internet's complaint handling process can be found here.

In the event that a dispute can not be resolved through the normal complaints procedure, complaints will be referred to our Dispute resolution process. We are registered with CISAS and abide by their dispute resolution process as detailed at <http://www.arbitrators.org/cisas/>.

### 6.5. Terminating contracts

We reserve the right to disconnect or suspend services in accordance with our Terms and Conditions.

Customers have the ability to cancel services and may notify us of service cancellation in writing (fax/letter). Minimum term details and notification periods can be found in our Terms and Conditions.

## **7. Your rights/obligations**

General and specific terms and conditions can be found here.

You can find details on how we handle Data Protection in Privacy Policy.

## **8. Communication with customers**

Details on how we communicate with customers can be found in our Master Terms and Conditions. Gravity Internet adheres to marketing /sales guidance dictated by OFCOM and ISPA.

We will make all legal documents available (including this Code of Practice) via the Web, in hard-copy paper format on request, and we will cater for special needs requirements on request.

We will endeavour to use plain English wherever possible.

## **9. Social Responsibility**

Provision for the protection or support of, and protection or support for, vulnerable groups - e.g. minors, disabled and elderly consumers - and our policy regarding malicious calls, is covered in our Acceptable Use Policy.

## **10. Approval and Review of Code(s)**

The code will be reviewed on a regular basis in accordance with OFCOM requirements.