



Code of Conduct

Quickline's Mission is Superfast Anywhere - to bring affordable and reliable Superfast internet and associated services to 100% of homes and businesses within our rapidly expanding coverage area.

To help us achieve our Mission, and maintain the principles of our Vision and Core Values, we underpin all our activities with this business wide and detailed Code of Conduct.

Duty of Care

The internet services we provide will always conform to relevant law, as will our actions and advice. We believe that all businesses and organisations should avoid causing any adverse effect on the human rights and well being of others such as customers, people in the organisations we deal with, the local and wider environments and society as a whole.

Ethics

We provide our services honourably and with honesty, and expect our customers, sub-contractors and suppliers to do the same. Our staff training programs take proper account of ethical considerations, together with the need to understand and protect the moral and cultural positions of our customers and suppliers.

Equality & 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 age, cultural background, class, disability, ethnicity, gender, sexual orientation or creed. We will actively challenge bigotry and discrimination.

Confidentiality

We are committed to maintaining the highest degree of integrity in our dealings with potential, current and past customers, sub-contractors and suppliers, both in terms of normal commercial confidentiality and in the protection of all personal information received in the course of providing our business services.

We extend the same confidentiality standards to all our customers, sub-contractors and suppliers, and have adopted the procedures and practices required by GDPR.



Contracts

Our contract will usually be in the form of a detailed quote plus a Service Level Agreement (SLA) and our standard Terms & Conditions. The SLA and Terms & Conditions will be provided to you at the point of sale, and are also available to view at any time on our website.

We always try to meet our customers' contractual requirements, and have processes in place to ensure you can easily and simply let us know if you have a problem or complaint about our service to you.

Prices

Our prices are always competitive for what we provide, which is of high quality and often tailored to your specific needs. As such, we do not offer arbitrary discounts and a reduced price is generally only achievable via a reduction in the level or extent of the services to be delivered.

However, we will always try to propose solutions which accommodate our customers' budgets and timescales.

Wherever possible, we will agree our prices and the basis for our charges in advance, so that we and our customers can reliably plan and budget for the service(s) to be delivered.

Payment

We expect our invoices to be settled in a timely manner as set out in our standard Terms & Conditions. Late or overdue payments may unfortunately result in your service being suspended or stopped, and you may then be required to pay a reconnection fee.

If you are having a problem in making a payment we ask that you contact us immediately so we can discuss this with you and hopefully avoid a disruption to your service. Full contact details are provided at the end of this document.

Quality Assurance

We maintain the quality of our services through automated and professional network monitoring plus feedback from our customers.

We will make every effort to keep you connected to our network and to the outside world, in accordance with the SLA relating to your contract.

However, we are not in control of the wider internet and therefore 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 we can help. Full contact details are provided at the end of this document.



Professional Conduct

We conduct all our activities professionally and with integrity and honesty. We take great care to ensure that any work we carry out at your property is performed safely and to the highest standards available, using professional equipment and tools. Our team is well trained and we expect anyone with whom you are in contact to act professionally and honestly, and we expect the same in return.

You will always be treated respectfully and courteously, but our staff are instructed to disengage with anyone who is abusive or rude.

We promise to deal with you in a professional manner at every stage but, if you have any concerns, please do contact us immediately. Full contact details are provided at the end of this document.

Intellectual Property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our customers. In return we respect the moral and intellectual copyright vested in our customers intellectual property.

Contact Details

To Report a Fault: Call 24/7 on 01482 247365 or email support@quickline.co.uk

For Invoicing Issues: Call 24/7 on 01482 247365 to raise a Ticket for a call back in business hours from our Accounts team, or email accounts@quickline.co.uk

For installation Problems: Call 24/7 on 01482 247365 to raise a Ticket for a call back in business hours from our Head of Installations, or email installreports@quickline.co.uk

Contact Senior Management: Call 24/7 on 01482 247365 to raise a Ticket for a call back in business hours from our COO or CEO.