

# Airband Code of Practice

Updated: December 2023

## 1. Introduction:

Airband Community Internet Ltd is an Internet Service Provider: providing internet services for both business and residential properties.

## 2. Contact Details:

Postal address: 105 Pointon Way, Stonebridge Cross, Droitwich, Worcestershire, WR9 0LW

Telephone: 01905 676121

Email: [office@airband.co.uk](mailto:office@airband.co.uk)

Website: [www.airband.co.uk](http://www.airband.co.uk)

## 3. Terms and Conditions (Including Prices and Tariffs):

### 3.1 Our services:

Wireless Broadband provisions. More details and information about Airband's services can be found at [www.airband.co.uk](http://www.airband.co.uk)

### 3.2 Pricing Information:

Residential prices start from £10.00 per month (inc. VAT) and Business prices start from £40.00 per month (ex. VAT). Prices are variable and correct at the time of this code being published.

Payment is taken in advance and installation costs apply.

### 3.3 Access:

Products can be ordered online at [www.airband.co.uk](http://www.airband.co.uk) for residential customers, or from [www.business.airband.co.uk](http://www.business.airband.co.uk) for business customers. Business customers can also phone our sales line on 0800 035 0025 or email [business@airband.co.uk](mailto:business@airband.co.uk)

### 3.4 Contract Conditions:

3.4.1 All initial contracts are over a period of 12 or 24 months

3.4.2 Early termination charges may apply to those that terminate within the minimum contract period.

3.4.3 After the minimum contract period has ended, all customers are subject to a 30 day cancellation period.

3.4.4 Services can be cancelled via email to [customer.services@airband.co.uk](mailto:customer.services@airband.co.uk) including your full postal address. All contract cancellations are subject to a deactivation cost. Our cancellation policy is different for schools and site owners. Please contact the Airband Office for further information on the email address above

## 4. Customer Service

### 4.1 Compensation or Refund Policy

We work in a fair and ethical way in ensuring that our customers receive fair and satisfactory compensation for any loss of service. We will work with individual customers to provide the agreed level of compensation or refund.

### 4.2 Complaint Handling Process

Airband Community Internet is keen to deliver the best possible service. Should you have an issue with any aspect of our products or services there are a number of ways that we can try to resolve your query.

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## 4.3 Technical Problems

Firstly, please ensure you run through these recommended steps:

### STEP 1

Check our Network Status Page (<https://www.airband.co.uk/support/network-status>) to see if the problem stems from a network issue. If there is a problem, we can ensure you that our engineers will be on the case and working to fix this as soon as possible. If there is no fault in your area, follow the steps below to try and determine what's at fault.

### STEP 2

There's a chance that the problem may be with your router, so it's worth rebooting. Switch it off for 10 seconds and then switch it back on. You might be surprised – in a lot of cases this solves the problem! Please **DO NOT** reset your router by using a small pin to do so or by pressing the reset button. This will change the settings on the router and may incur a charge to fix.

It is also worth rebooting your Airband radio device by disconnecting the power, waiting 10 seconds and switching it back on.

### STEP 3

If you have found that rebooting has not worked please contact our office on 01905 676121 and speak to a member of our technical team. Please do not connect your PC directly to the radio.

If you still have no internet connection once your PC or laptop is plugged directly into the radio, then it may be our radio that is at fault and you will need to contact us. Call our office on 01905 676121 and speak to a member of our technical team. Our support team will do an initial analysis of your connection ready for the engineers to organise a visit to your property or carry out remedial work. Alternatively email [support@airband.co.uk](mailto:support@airband.co.uk)

To report your technical issue, call 01905 676121 or email [support@airband.co.uk](mailto:support@airband.co.uk)

A ticket will be raised, and your problem diagnosed within the SLA

If necessary, the ticket is passed to a Senior Technical for further investigation

You'll be contacted within 5 working days if we require any further information from you. If required, we will schedule an appointment and onsite visit.

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## 4.4 Accounts Problems

Please email [customer.accounts@airband.co.uk](mailto:customer.accounts@airband.co.uk) with the nature of your problem and you will be contacted within 3 working days to try to resolve your issue.

## 4.5 Taking your issue further

**4.5.1** If you have run through the steps outlined above and are still unhappy with the resolution, your first course of action should be to speak to us by telephone, or alternatively email your problem to [support@airband.co.uk](mailto:support@airband.co.uk), and we will endeavour to resolve your query there and then. If the suitable support staff are not available to resolve your issue, arrangements will be made for us to call you at the earliest opportunity. Our Customer Service team always investigate issues efficiently with a focus on customer service and a friendly attitude and approach.

**4.5.2** If you are not satisfied with the outcome, we would ask you to raise a complaint by email to [customer.services@airband.co.uk](mailto:customer.services@airband.co.uk) or letter to Airband Community Internet Ltd, 105 Pointon Way, Stonebridge Cross, Droitwich, Worcestershire, WR9 0LW. On receiving the complaint, the Service Manager will respond by email or phone call depending on the most appropriate communication method, within 7 days of receipt. We aim to resolve customer complaints as quickly as we can, however, if further investigation or correspondence is required, we will contact you within 5 working days. If appropriate, the issue will be escalated to a director. We will aim to come to a resolution within 28 days from receipt of the complaint.

**4.5.3** If we are unable to resolve your complaint satisfactorily, we will issue a “deadlock” letter so that you may make a complaint through Ombudsman services, an independent alternative dispute resolution scheme. More details can be found here: [www.ombudsman-services.org](http://www.ombudsman-services.org) Alternatively, if more than 8 weeks has passed since you first made your complaint, please contact the ADR scheme directly.

## 5. How to Obtain this Code of Practice

This Code of Practice is published on our website at both <https://airband.co.uk/> and <http://business.airband.co.uk>. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

## 6. Additional Information

This Code of Practice 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 website at: [https://www.ofcom.org.uk/\\_\\_data/assets/pdf\\_file/0022/87052/statement.pdf](https://www.ofcom.org.uk/__data/assets/pdf_file/0022/87052/statement.pdf)