Code of Practice

Introduction to Nuetel

Nuetel is a national triple play telecommunications operator in Bahrain with regional infrastructure and alliances. We are pleased to have built the country's first Intelligent City at Amwaj Islands, where we have delivered voice, video and data services over a fiber optic Next Generation Network infrastructure. These intelligent utilities are all managed from a core Network Operation Centre at Amwaj Islands.

Today Nuetel has both the capability and experience to offer you one of the Kingdom's most advanced telecommunications services. Whether you're in the business of real estate development and wish to set up a dedicated telecommunications facility in your next project; or wish to upgrade the telecommunication services within your company's existing network or have a newly established business that needs to connect to offices and branches elsewhere, we at Nuetel can deliver an end-to-end service tailored to your needs.

Nuetel Services

Nuetel currently provides the following services to its customers in Bahrain:

- Fixed Line Voice Services based on state of the art IP Telephony. This includes local and international calling, advanced voice services and video telephony solutions.
- Fixed Line Data Services based on IP Virtual Private Network (VPN).With an MPLS infrastructure that preserves the Quality of Service of voice, video and data applications, it is really simple and cost effective to establish secure and QoS guaranteed IP links (VPNs) between any points on Nuetel's network.

- Internet Services providing speeds of up to 100 Mbps with unlimited usage and Limited usage plans
- TV and Video Services where Nuetel serves more than 350 channels of Free to Air and Pay TV channels to its subscribers over its IP infrastructure.
- Carrier Pre-select Service that allows customers to preselect Nuetel's services in order to benefit from receiving low cost telecommunications services on their land lines.
- International IPLC and Voice Services through partnership with international providers.

For additional details on Nuetel's services please visit our website at http://nue-tel.com/

The purpose of COP

The purpose of this Code of Practice (COP) is to advise you of our products and services, customer care policies and the manner in which to contact us. This COP has been prepared in accordance with the Determination Paper of The Code of Practice for the Handling of Consumer Complaints published on 1 June 2015 and approved by the Telecommunications Regulatory Authority (TRA).

How to Contact Nuetel Customer Services

A) By phone

Technical Support
24/7 Help desk line 16033000

Customer Enquiries
Customer service line 16033000

Our working hours
Amwaj: **Sunday – Thursday 08:00am – 4:30pm**

B) By fax

Fax: +973 16033001

C) By email

Sales: sales@nue-tel.com

Customer Care: cs@nue-tel.com

Billing & Collections: finance@nue-tel.com

D) By letter

Network Operations Center: P.O. Box 50960. Amwaj Islands. Kingdom of Bahrain

Contact details of Telecommunications Regulatory Authority of Kingdom of Bahrain are given in Section 14 of this Code.

Retail Shops Timings:

Nuetel solutions can be purchased via our direct sales team and customer service center in Amwaj Island. Specialized sales representatives are dedicated to our individual clients to handle all their requirements. Nuetel's sales team is available from 8:00am to 4:00pm from Sunday to Thursday.

Our service values

- Daily 24 hours technical support.
- Top Next Generation Network technology.
- Online payment facilities.
- Devoted business account manager for every customer.
- Technical support with defined service level agreements.

Our objective at Nuetel is to be the primary decision for best-esteem offerings ahead of time voice, data, and value added services to business clients. We are focused on accomplishing this objective, through persistent investment in customized service, quality and development.

Our values:

- **Value-Based Solution:** Nuetel provides for their clients the best innovative communications services with a best quality and prices.
- **Quality-Driven:** Nuetel provides stronger telephone lines plus quick and stable internet connections.
- **Customer-Focused:** For Nuetel Clients are the most important it is our constant endeavor to provide our customers the best service. We thrive to build and develop a stable relationship with its esteemed clients.

How to subscribe to Commercial service

Customers are kindly requested to visit Nuetel Communications main office in Amwaj Island **(NOC Building: Flat 21, Building 2420, Road 5718, Amwaj 257)** and communicate with Nuetel customer service to get a new service with Nuetel. For the corporations, they can contact Nuetel sales team by email sales@nue-tel.com or can call **16033000**.

Terms and Conditions Overview:

Printed on the back of the Residential Subscription Form are the Terms and Conditions, which contain the following relevant legal sections:

- Customer's Responsibilities.
- Nuetel's Right.
- Termination of a Service.
- Charges, Billing and Payment.
- Liability and Indemnity.

- General provisions to the Terms and Conditions.
- Changes.
- Suspension of Service.
- Notices.

You will be requested to read and agree to the Terms & Conditions of the contract before signing up for Nuetel's Commercial services. It is stated that the Terms & Conditions are set out overleaf, right next to the place of customer's signature.

Minimum subscription Periods for Commercial Services

inBusiness Service	**Minimum Subscription Period**
Internet	One year
Bundle	One year
Triple play	One year

Termination of a Service by a Customer

Customers are kindly requested to visit Nuetel's retail shop and complete an application form requesting the termination of any service(s) subscribed to, indicating the reasons for doing so. Nuetel will then take the necessary steps to terminate the service provided that:

- The application form has been completed correctly.
- Payment of all outstanding amounts against the service have been received. This will also include any as yet unbilled amounts such as those related to roaming

services and any contract penalty fees for early termination, etc. Details of these fees can be found in Nuetel's standard service Terms & Conditions or on Nuetel's website http://nue-tel.com/.

Customers subscribed to any specific term contract packages will be liable to pay penalty charges in the event of early termination. Details of the relevant early termination charges will vary per contract / service and will be dependent upon the applicable terms and conditions signed by the customer.

Enquiries

If you have a general enquiry about any of Nuetel's products and services, please contact our Customer Contact Centre on 16033000, by fax on 16033001, or by email on cs@nue-tel.com/.

Additional information is also available on Nuetel's website http://nue-tel.com/.

Complaints

Nuetel customers are free to call the Customer Helpline on 800 26925 if they have any problems with a certain Service. Nuetel requires that a complaint form is completed and submitted if you have any complaints that Nuetel is not able to resolve over the phone, using the Helpline number. This form will be available at Nuetel outlets, on the Nuetel website www.nue-tel.com. Nuetel will send you a copy of the form if you contact Nuetel by phone on the above mentioned number or if you send us an e-mail message to info@nue-tel.com or posted to the above address.

All complaints must be put in writing (e-mail is acceptable to us). Customers seeking compensation for a billing error or otherwise should send a completed form to the Finance Department at Nuetel together with a copy of the disputed bill for the period in question.

Nuetel shall only consider compensation in the form of a service rebate for breaches of Nuetel's service level commitments in the event that such breach was the responsibility of Nuetel. Nuetel shall use its best endeavors to satisfactorily resolve all complaints within a maximum of 30 days from receiving a completed complaint form.

In the event a customer fails to pay an outstanding bill by the due date, or has not made any alternative payment arrangements with Nuetel, the service in question will be disconnected by Nuetel, following a series of disconnection warnings and notifications SMS.

If the service has been disconnected due to non-payment of bills, the services will be reconnected within 2 hours from the time of payment.

Customers may contact Nuetel's Call Centre on 16033000 or alternatively, visit Nuetel's retail shop in Amwaj Island for any assistance or support regarding bill payment.

Customer complaints will be categorized according to the different scenarios set out below and Nuetel provides an estimated resolution time for each of these:

Account Services

Category of Complaints	**Estimated Resolution Time**
Billing	1 Working Days
Standard Subscriber Agreements	2 Working Days
Number Portability	2 Working Days
Prices & Tariffs	1 Working Days

Quality of Service	5 Working Days
Fraud or Theft	1 Working Day
Other	7 Working Day

Complaint process

Once a complaint is received from any of communication channels, it will be logged in Nuetel's system and an acknowledgement SMS message sent to the customer within 2 working days. The acknowledgement SMS will include a unique reference number which should be used for all future communication by both Nuetel and the customer relating to the complaint.In most instances, Nuetel retains records of all complaint in its system for a period of one year.

How Nuetel handles customer complaints

Customers will receive a telephone call within 5 working days from a member of Nuetel's Customer Care team regarding the complaint.

As part of Nuetel's mission to excel in providing excellent services to its customers, Nuetel's Customer Care team places great emphasis on the investigation and resolution of each complaint received. Once the details are available, the customer care agent is happy to discuss with the customer the most appropriate course of action to be taken.

- Nuetel aims to resolve most of the complaints within 5 working days; however this will depend on the type of complaint and the required investigation timeframe. The Customer Care agent will inform the customer of the complaint category, for example, billing, coverage, quality, etc. and the relevant timeframe

to resolve the case. Some complaint types may require internal escalations to other units within Nuetel, such as network or coverage complaints, etc. Once the cause of complaint is identified and it cannot be resolved remotely by our help desk team, they will create a ticket for the respective time informing them about their inability to resolve the issue remotely and the ticket will be addresses and resolved within 2 working days.

- In such cases, the Customer Care agent will follow up and inform the customer accordingly. In cases where our customers are not satisfied with the outcome of their complaint, customers may escalate their case to the Manager of Nuetel's customer care unit through email: cs@nue-tel.com, before contacting the TRA.

Cancellation

If you wish to cancel your service with Nuetel Telecom once activated, you can do this in writing or by e-mail. Cancellation of the Nuetel Telecom service takes 5 working days from receipt of a written request to cease as we are obliged to work within industry agreed processes. When you cancel your service, we aim to advise you of the time lapse between us receiving your cancellation request and the time at which the service will be withdrawn. During this period, you remain liable for the costs of any services we provide you.

If you wish to cancel your Leased line service you can do so in writing or by e-mail, giving 90 days prior notice, or the stipulated minimum subscription period noted in the subscription form or proposal.

Any cancellation fees become immediately applicable along with usage charges up to the period the service is ceased. Cancellation fees are usually based on the minimum subscription period stipulated in the proposal or in the general terms and conditions.

Dispute Resolution

Nuetel Telecom is a licensed operator by Telecommunications Regulatory Authority (TRA), which provides a free, independent, service to help sort out complaints when customers and telecoms companies can't agree.

TRA's role is to investigate complaints fairly, listen to both sides of the story and look at the facts. If the TRA decides your complaint was justified Nuetel Telecom will honor their decision and put things right for you. This process provides a straightforward alternative to legal action.

Approval and review of Code

This Code has been approved by the Telecommunications Regulatory Authority of the Kingdom of is reviewed annually.

We aim to keep this Code of Practice up to date and you may obtain a copy from our customer service representatives on the numbers listed in Section 3 or visit our website.

It is essential that our customers understand, at the point of registration, the service being offered and agreement they are entering into. Hence, reading the terms and conditions thoroughly will avoid any unnecessary inconvenience or escalation of a complaint to a dispute.

If you have any questions regarding Nuetel Telecom's compliance with our Code of Practice, please contact: Head of Sales; Hani Moosa; Nuetel Communications, P.O. Box 50960, Kingdom of Bahrain or email: hani@nue-tel.com.

Contacting the TRA

In the event a Customer is not satisfied with Nuetel's response to their complaint or if the problem persists and has not been resolved within 60 days of submitting the complaint to Nuetel, customers may contact the TRA (http://www.tra.org.bh/) – the independent regulator of the telecommunications industry – in accordance with Section 56 of the Telecommunications Law (Legislative Decree No. 48 of 2002).

Contact details for the TRA's Customer Complaints section:

Telecommunications Regulatory Authority:

By letter TRA, P.O.Box 10353, Kingdom of Bahrain

By phone +973 1752 0000/ 81188

By fax +973 17520 0044/ 17532523

By email consumer@tra.org.bh

Website www.tra.org.bh