

## Code of Practice

### **1. About North Star Technologies**

North Star Technologies is provider of telecommunication and technology solutions focused on businesses in Bahrain.

Since its inception in 2005 North Star has widely implemented various telephony and internet related solutions in the Kingdom of Bahrain. North Star can offer a range of service, which will provide cost effective solutions to the corporate sector to improve their revenue streams and achieve business objectives also catering to residential users.

Our aim is to provide high quality telecom services at low rates and thus build a company based on the best value service provider proposition.

### **2. Purpose of Code**

This code of practice, together with our standard terms and conditions for the relevant product or service that you take from us, describes the relationship between you the customer, and us, North Star Technologies-the service provider. It is written for both residential and business customers who purchase telecommunications and broadband services from Northstar Technologies directly.

This code aims to provide you with:

- Information on how to contact North Star Technologies
- Information about our products and services
- Information on service subscription and agreements
- Information on service activation time and subscription period
- Information on service activation, bill and payment
- Information on complaints, feedback, dispute resolution
- Information on service cancellation
- Information on reconnection of service

### **3. How to contact us**

#### **By Phone:**

North Star Technologies Office- 17 565 161

Startalk international call service (Top up and bill enquiry) – 17 565 161 / 17 565 177

#### **By Email:**

Sales enquiry: [info@northstar.bh](mailto:info@northstar.bh)

Billing and Collection: [billing@northstar.bh](mailto:billing@northstar.bh)

Fault reporting and technical support: [support@northstar.bh](mailto:support@northstar.bh)  
[helpdesk@northstar.bh](mailto:helpdesk@northstar.bh)

**Website:**

www.northstar.bh

**By Fax:**

North Star Technology office: 17 564 020

**By Letter:**

North Star Technologies, Suite 1201, Almoayed Tower, P.O.Box 2591, Seef District, Kingdom of Bahrain

All lines are open Sunday to Thursday 8:00 A.M. to 6:00 PM.

Contact details of Telecommunications Regulatory Authority of Kingdom of Bahrain are given in Section 9.c) of this code.

#### **4. Products and Services**

**Startalk: Voice services**

Further to the deregulation of the Telecoms sector in Bahrain, Northstar Technologies has emerged as a popular provider for low cost international call services. Today more than 100 companies use Star Talk Business service and the list are growing.

**CPS (Carrier Pre Selection):** It is an IDD (International Direct Dialing) service that allows the user to choose Northstar as their pre-selected operator for making international calls.

Service can be availed on fixed telephone without any configuration changes thus maintaining the same voice quality.

**VoIP:** Low cost calling service for both mobile and landline subscribers. Registered Customer will dial access code which is toll- free number to reach Northstar network. The toll free numbers are 80002111 and 80002444.

**Starnet: Broadband Services**

**ADSL:** Wholesale DSLservices provided by Batelco to NorthStar Technologies in accordance with the TRA regulations. It uses the existing analogue telephone lines to the internet.

Customer can choose packages with limited threshold and without any download limit. The 'A' is for 'Asymmetric'- ADSL provides much faster services 'downstream' than 'upstream'.

**Leased Lines:** Corporate customers can connect to the internet by linking through the North Star exchange. North Star will facilitate dedicated port access and internet services at bandwidth speeds as per customer requirements ranging from 512 Kbps to 600 Mbps or even higher. Bandwidth offered are symmetric and dedicated without any contention making it ideal for critical business applications like VPN, Video Conferencing, application servers etc.

## 5. How to subscribe

You can contact our customer friendly team of sales and marketing personnel to avail all the necessary information regarding voice and data service. In some cases and for some services, a Technical Support Engineer will also verify the technical aspects of your requirements. We will also submit you with a proposal containing requirements, proposed solution, pricing along with applicable terms and conditions.

You can also sign up for our services by reviewing our website [www.northstar.bh](http://www.northstar.bh) and read and agree through terms and conditions as a part of signup process.

### Startalk Voice Services

You can sign up for startalk service by filling up application form as on website <http://www.northstar.bh/InternationalCalls/Business>. Applications forms are also available from NorthStar offices. You can mail or fax it to Fax: 17 564 020, or drop it in at our service counter (Suite 1201, Almoayed Tower, Seef District).

### Starnet Broadband Services

You can contact our sales team for the latest rates and packages for Broadband ADSL and Dedicated Leased Lines

- Email: [info@northstar.bh](mailto:info@northstar.bh)
- Tel: +973 17 565 161

If you wish to check the progress of your order you may call our helpline number 17 565 171 or email [support@northstar.bh](mailto:support@northstar.bh). Your account manager will stand by you for further assistance to ensure full satisfaction.

## 6. Terms and Conditions

You will be requested to read and agree through terms and conditions while subscribing to NorthStar telecommunication and internet services. Terms and conditions are also available on our website containing following legal sections

- Commencement and Duration of contract
- Service provisioning
- Customers Use of the Services
- Charges and Payment

- Credit limit / Security Payment
- Rights to suspend or Disconnect Services
- Ending the contract
- Rights and Liabilities
- Notices and communication
- Governing Law

## 7. Service Activation and Subscription Period

Service Name	Description	Day to Activate (Business days)	Subscription Period
<b>Startalk- Voice service</b>	CPS	10	Open ended
	VOIP	1	Open ended
<b>Starnet- Data Service</b>	ADSL	4-10	Open ended
	Dedicated Leased Lines	4 weeks	1-3 year

## 8. After Registration

### Startalk – Voice Service

Once the service is activated, we will email you with below details:

- Startalk Account Number
- Service details and guidelines
- Credit limit on Startalk business
- Information on bill payment and top up
- Information about online payment services
- Contact details for support or any other enquiries

**Online Payment:** It allows you to top up your Star Talk account any time of the day. All the major credit cards are accepted for payment. You can also see your account information and credit balance available in your account.

### Starnet – Data Service

After activating the service, you will receive

- Package details stating bandwidth and threshold limit
- Account information ADSL: Circuit number, username and password for connectivity
- Leased lines: IP addresses and other technical details
- Information on bill payment
- Contact details for support or any other enquiries

## **9. A) Complaints**

North Star Technologies aims to provide you with excellent quality of service and value for money products. Should you experience any problem, fault or unhappy with the service provided, you can contact our Customer Service on 17 565 161. We are committed to resolving issues in a timely manner. For any service response time is usually 1 business day. When you call us, we will note the following details.

- Service Type
- Account Number
- Destination number on a calling service
- Date and time of problem occurrence
- Problem details
- Contact details: telephone number, email

Once a complaint is received it will be logged in our system and it will be retained for a period of one year.

### **Formal Complaint**

If you do not feel you received a satisfactory response from one of our customer care teams then you may lodge a formal complaint in writing sent to us by post, fax or email. Complaint should include company name, contact telephone, email address and detailed information about the concern. Complaint forms are available from North Star offices and online at [www.northstar.bh](http://www.northstar.bh). Any formally lodged complaint will be acknowledged and responded to by North Star within 2 working days. We will make best efforts to resolve complaints for Startalk Voice services within 10 working days and Starnet Broadband services with 5 working days from the date of receiving a complaint.

If you do not feel you have received a satisfactory resolution to your complaint by our Customer care personnel then you can request that this is reassessed by Customer Manager for further investigation.

## **9. B). Feedback**

We are constantly trying to improve the service we offer. Thus we always encourage and welcome feedback from all our customers. If you have any comments or concerns about our service we'd like to hear about it you can contact us by phone, letter or email. You may also contact your dedicated account manager anytime who knows you and your business.

## **9. C) Dispute Resolution**

If we are unable to resolve your complaint to your satisfaction within 60 days or if you have received a letter from us informing you that your complaint has reached 'deadlock', you have the right to refer your case to the Telecommunication Regulatory Authority (TRA). North Star is an operator licensed by the TRA and as such obliged to abide by the TRA regulations.

The TRA will want to ensure that you have followed this North Star Technologies- Code of Practice process before contacting them. If this is not evident that this process has not followed then it is likely, that they will refer the matter back to North Star Technologies for resolution.

An application to the TRA does not relieve you from any obligation you may have to pay any amounts not in dispute.

### **Telecommunications Regulatory Authority**

By Phone: 81188

By Fax: +973 17 532 523

By Email: [consumer@tra.org.bh](mailto:consumer@tra.org.bh)

By Letter: Telecommunication Regulatory Authority, P.O. Box 10353 Manama, Kingdom of Bahrain

Website: [www.tra.org.bh](http://www.tra.org.bh)

## **10. Cancellation of Service**

If you wish to cancel to data or voice service once subscribed, you may contact our Customer service team on 17 565 161. You may end this contract by submitting an Application form indicating your intention to terminate services giving us at least 10 calendar days'. If you are using Leased Line service the procedure for disconnection will be by giving 3 months written notice and the minimum contract period will be 1 year. 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 service we provide you. North Star will send you a bill for all unbilled charges for telephone calls or internet usage nominated by you using the service prior to such termination.

## **11. Reconnection of services**

In the event of disconnection of services due to non-bill payment, services will be reactivated within one working day of settlement of outstanding bills.

In the event of disconnection of services due to the customer cancelling the service, and then intending to return, the customer has to follow the procedures for a new connection by filling in an application form.

## **12. Code of Practice Review**

This code is reviewed regularly by Telecommunications Regulatory Authority. Customers will be informed on any changes to the Code of Practice. You may visit our website [www.northstar.bh](http://www.northstar.bh) to view latest version of Code of Practice.