

Code of Practice

1. About North Star Technology

North Star Technologies is a provider of telecommunication and technology solutions primarily to serve the business community in Bahrain.

Since 2005 North Star has implemented various telephony and internet related solutions in the Bahrain offering a range of services which will provide cost effective solutions to the corporate sector. These services will help businesses improve their revenue streams and achieve their business objectives. Our services are also available to residential users.

2. Scope of Code

This Code of Practice, together with our standard terms and conditions for the relevant product or service that we provide to you, describes the relationship between you as the customer and NorthStar as your service provider. Our Code of Practice is applicable to both residential and business customers who purchase telecommunications services from NorthStar Technology directly. It is our aim to deliver the best standards possible and we are continually reviewing the quality of our service provision as a product and our service delivery to you as a customer. We are obligated to abide by current policies, laws, regulations, and other regulatory disciplines as required by the Kingdom of Bahrain.

3. Contacts

By Phone:

NorthStar Technology Office- 17 565 161

By Email:

Sales enquiry: info@northstar.bh

Billing and Collection: billing@northstar.bh

Fault reporting and technical support: support@northstar.bh

Website:

www.northstar.bh

By Letter:

North Star Technology, Suite 2101, Bahrain Financial Tower (West Tower), P.O. Box 2591, Kingdom of Bahrain

All lines are open Sunday to Thursday 8:00 A.M. to 5:00 PM.

4 Subscription and Terms and Condition

Customers can contact our team of sales and marketing professionals to request the necessary information regarding voice and data services. In some cases (and for some services) a Technical Support Engineer will verify the technical aspects of your requirements. We will submit to you a proposal containing requirements, proposed solution and pricing along with applicable terms and conditions. Customers can obtain our services after reviewing our proposals and agreeing to the terms and conditions as a part of our signup process.

4. Escalations

Level 1: Mail to support@northstar.bh (24*7)

Level 2: Mail to zohaib.ahmed@northstar.bh or call +973 39164022

Level 3: Contact your Account manager

Level 4: Mail to tony.chacko@northstar.bh or call +973 36800021

5. Complaints

North Star Technology aims to provide the highest levels of service with the best value for money products. We are committed to resolving issues in a timely manner. Service response time is usually 1 business day.

Category of Complaint	Estimated Time of Resolution
Billing	5 working days
Standard Subscriber Agreements	10 working days
Prices & Tariffs	10 working days
Quality of Service	10 working days
Fraud or Theft	1 working day
Installation	10 working days
Others	10 working days

6. Complaints on Northstar

Should NorthStar fail to resolve any issue, customers can approach the TRA directly after 60 days after the receipt of a formal complaint to NorthStar.

Telecommunications Regulatory Authority

By Phone: 81188

By Fax: +973 17 532 523

By Email: consumer@tra.org.bh

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

Website: www.tra.org.bh

7. Privacy Policy

Northstar respects the privacy of its customers and is committed to ensuring this privacy. NorthStar may however disclose any information including customer details and the the content of communications on receipt of requests issued by the official authorities of the Kingdom of Bahrain.

8. Service Termination

For the termination of NorthStar services, please refer to the terms and conditions mentioned in your service agreement.

9. Service Disconnection

In the event of any violation of the agreement by the customer, NorthStar will disconnect services provided. Kindly refer to the disconnection clause in the Service agreement.