

CODE OF PRACTICE

Terms

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1. INTRODUCTION

This document has been created to outline how we operate at Infonas W.L.L. (hereafter referred to as Infonas) and lays out the foundations on which you should set your expectations. This document also serves as a reference for Infonas's 'Acceptable Use Policy' referred to in your Standard Business Order Form. This document is subject to revisions without prior notice from Infonas.

2. INFONAS CONTACT DETAILS

For all general inquiries or complaints, you may contact our Help Desk here:

Number: + 973 1650 0110
 Email: support@Infonas.com
 Working hours: 24 Hours
 Working days: 7 Days a Week

3. SUBMITTING FEEDBACK

We appreciate and value our customer's feedback and opinions of us and our services. We encourage you to share your thoughts with us through:

Email: Feedback@Infonas.com

Your feedback may be in any shape or form, although kindly provide us sufficient information to work with. Leaving your contact details is not necessary but is preferable in case we would like to follow up on your feedback.

3. ESCALATIONS

In cases where we fail to meet your standards and expectations you may escalate the matter to the next level of escalation as per the following table:

Escalation 1 →	Help Desk	→	Number: + 973 1650 0110 Email: support@Infonas.com Working hours: 24 Hours Working days: 7 Days a Week
Escalation 2 →	Account Manager	→	You may request your Account Manager details from our Help Desk. Working hours: 8:00Am-4:00Pm Working days: Sun-Thu
Escalation 3 →	Manager, Commercial	→	Number: + 973 1650 0153 Email: Murtadha.qambar@infonas.com Working hours: 8:00Am-4:00Pm Working days: Sun-Thu
Escalation 4 →	Liam Hunt CCO	→	Number: +973 1650 125 Email : liam.hunt@infonas.com Working hours: 8:00Am-4:00Pm Working days: Sun-Thu

4. FORMAL COMPLAINTS

You may submit 'Formal Complaint' to us through one of the following medians:

Email: complaints@Infonas.com
 Fax: + 973 1650 0109
 P.O. Box: 65100

Once a complaint is received, an acknowledgement will be sent to the customer within 2 working days. The acknowledgement will include a unique reference number which should be used for all future communication by both Infonas and the customer relating to the complaint.

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

Category of Complaint	Estimated Resolution Time
Billing	5 Working Days
Standard Subscriber Agreements	10 Working Days
Number Portability	2 Working Days
Prices & Tariffs	10 Working Days
Quality of Service	10 Working Days
Fraud or Theft	1 Working Day
Installation	10 Working Days
Other	10 Working Days

Infonas aims to resolve all complaints within 5 working days, however, this may vary depending on the type of complaint and required time to investigate. Infonas Customer Service agents will communicate the expected timelines to resolve the raised complaint at the time of acknowledgement, and will follow up communicating any extended timeline on ad hoc basis if that becomes required during the investigation.

Customers that are not satisfied with the progress or outcome of their complaint may escalate their case to the representatives listed in section 3.

5. COMPLAINTS ON INFONAS

In cases where Infonas fails to resolve your issue, you may submit a complaint to the TRA after sixty days from Infonas' reception and acknowledgment of your 'Formal Complaint'

TRA's contact details:

E-mail: consumer@tra.org.bh
 Post: P.O. Box 10353, Manama
 Kingdom of Bahrain
 Fax: +973 1753 2523

6. PRIVACY POLICY

Infonas respects and values privacy and therefore we have incorporated this into our Standard Business Order Form Terms. For more information please refer to Clause 5 in your Standard Business Order Form terms.

7. SERVICE TERMINATION

In case you would like to terminate your service with Infonas, please refer to your Standard Business Order Form Terms for details on how to terminate your service

8. SERVICE DISCONNECTION

Some violations to the agreement may cause your service to be disconnected by Infonas, please refer to clauses 8 and 9 of your Standard Business Order Form Terms.