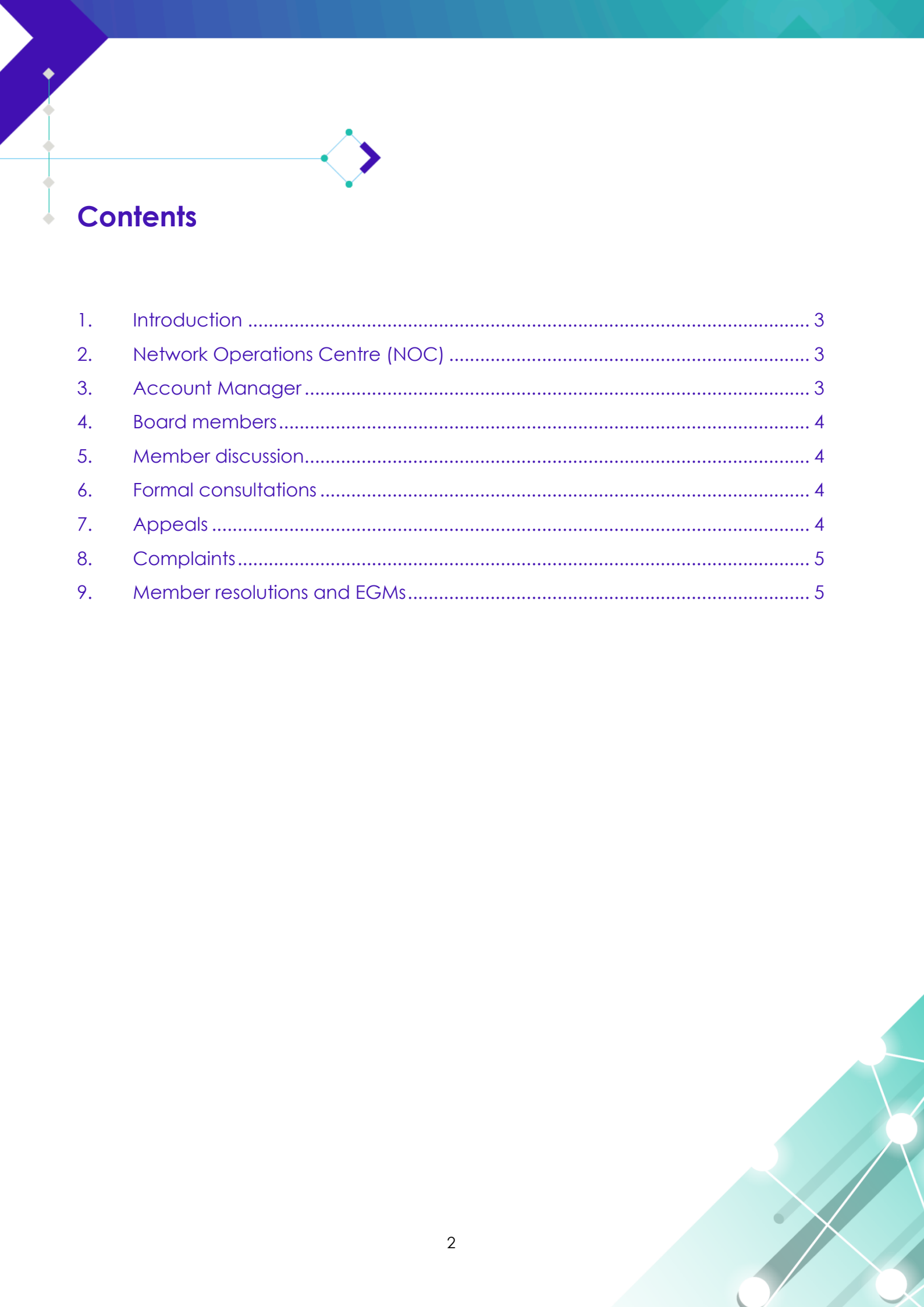


LINX Member Feedback Complaints and Appeals

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1. Introduction

LINX always welcomes member feedback and comments so we can learn to serve you better.

Of course, we love receiving positive feedback. It's a lovely boost to our team, and helps us understand the things we're doing right that you'd like us to keep doing. But critical feedback is important too, it's how we learn to improve. And some of the most important feedback is neutral – just fantastic ideas for us to consider.

We have a wide variety of routes you can use to submit comments.

2. Network Operations Centre (NOC)

The NOC is the first touchpoint for all operational matters, and is for many the easiest way to leave feedback for LINX. It is also the most suitable place to raise a technical request that affects your services.

If appropriate, the NOC will escalate feedback for management attention; otherwise, LINX management review comments left with the NOC, monthly.

The NOC can be reached via support@linx.net, or by using the chatbox tool.

3. Account Manager

Your account manager is tasked with helping you receive a good experience in your interactions with LINX. If something isn't working the way you would like, or if you have an idea for how LINX can improve our service, your account manager wants to know. Your account manager is also the most suitable point of contact for capacity planning discussions.

If you do not know the name of your account manager, or if they are temporarily unavailable, feel free to contact any member of the member relations team sales@linx.net



4. Board members

Non-executive directors of the LINX Board (NEDs) perform a critical oversight role on behalf of the membership. They are all proposed and elected by LINX members. If you have comments about LINX's strategy, focus or direction, any NED would love to hear from you.

You can find their individual contact details on the LINX Board page on the member portal.

5. Member discussion

It may be that your feedback is something you would like to discuss with other LINX members, perhaps to gauge whether others feel similarly or to discover whether member demand exists for a change you would like to see.

You can do this online, through the LINX Community, or in person, by attending a LINX member conference.

LINX member conferences are also a good opportunity to raise new issues. Please feel free to ask questions or make comments after the Chief Executive's report, or any relevant presentation from senior management.

If you would like to make a presentation of your own at a future LINX member consultation, please contact marketing marketing@linx.net.

6. Formal consultations

From time to time, LINX conducts formal membership consultations on various matters, from possible new services to changes to the MoU/Membership Agreement.

To help us track and take proper account of all feedback in response to these consultations, please reply to consultations@linx.net. Every item received is read by multiple members of the senior management team, including the Chief Executive.

7. Appeals

If your services have been suspended for non-payment, or if they are about to be, and you wish to appeal this decision, in the first instance contact the Chief Financial Officer. finance@linx.net FAO CFO.

If you are not satisfied with the CFO's decision, or if your service has been suspended for any other reason and you wish to appeal that decision, please contact the Chief Executive ceo@linx.net.

If your membership is scheduled for termination at a LINX General Meeting, you have the right to speak in opposition. To exercise this right, or if you wish to formally address the proposed termination of another member (either in favour or against), please contact member relations, sales@linx.net.



8. Complaints

If you have a complaint about LINX or the conduct of any member of staff, please contact the Chief Executive, ceo@linx.net. We take any complaints very seriously.

Any complaints *about* the Chief Executive should be addressed to the Chair of the Board. chair@linx.net.

9. Member resolutions and EGMs

Because all LINX members are legally members of the company, members have the legal right to requisition an Extraordinary General Meeting and propose formal Resolutions.

If you have a proposal that would need a Resolution, we would ask you to contact the Chief Executive so we can work together to develop both the text of the Resolution, and also the plan for what LINX needs following passage of the Resolution. The Board would then propose the Resolution at the next AGM. In urgent cases the Board could call an EGM.

To exercise this right yourself, without the support of the Board, you need signatures on behalf of 10% of the LINX membership. The Board can also call an EGM at need.

Obviously, requisitioning an EGM without the Board's support should only be done for the most serious matters that cannot be dealt with any other way, such as a fundamental loss of confidence in the Board.

If you believe your issue can only be resolved through a member-requisitioned EGM, we would still like to work with you on practical and logistical matters. A properly convened EGM must satisfy certain legal requirements, and we would need to arrange logistics and publicity so that all members have the opportunity to attend.