

BANKING FAQs

1 Who will send me my invoices from 1st April onwards?

Invoices will be sent from legal entity GCI Network Solutions Limited branded as Nasstar.

2 Who will I pay from 1st April onwards?

GCI Network Solutions Limited – banking information can be found below:

Bank Account Name:	GCI National Business
Account Number:	55277280
Sort Code:	40-35-18
Bank Name:	HSBC
IBAN:	GB17HBUK40351855277280
UK Swift:	HBUKGB4B

3 Will my invoices be branded as KCOM or Nasstar or GCI?

Your invoices will be branded as Nasstar on behalf of GCI Network Solutions Limited (the legal entity).

4 Who will hold the Framework, Accreditation and Compliance status?

The legal entity, GCI Network Solutions Limited.

5 Will the changes affect my payment date if I'm a direct debit customer?

There will be a delay at the switch in the collection of Direct Debits. A notification of this will be sent to you 10 working days before we take the payment in April.

6 Where is the company information for the legal entity?

Your contract will remain with the legal entity, GCI Network Solutions Limited, and you can find the details here:

Registered Company Name:	GCI Network Solutions Limited
Registered Company Number:	04082862
Registered Company Address:	19-25 Nuffield Road, Poole, Dorset BH17 ORU
VAT Number:	GB 199 8724 29
Dunn & Bradstreet Number:	22-081-4292
Parent Company Name:	Nasstar Group Limited
Parent Company Number:	11334361

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If I have a payment query, who will I speak to / contact?

You will continue to contact the same people you have historically. However, please see below for further details.

- \\ **Accounts:**
GCI Network Solutions Limited (a Nasstar company),
19-25 Nuffield Road, Poole, Dorset BH17 0RU
- \\ **Accounts receivable & remittance:**
Credit.control@nasstar.com

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Do I need to do anything now?

Yes, you need to prepare for the switch of Bank Account to GCI National Business. You may need to liaise with your internal purchasing department to set up GCI Network Solutions Limited as a supplier in your systems and update the bank account details.

Unfortunately, from the 1st April, KCOM will no longer be able to accept National Business customer payments into the KCOM bank account. Monies remitted into that account will be rejected and refunded to you.

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Where can I find your accreditation, insurance and group structure information?

We've added many of these to our useful guides section, as well as outlined them below. However, if there is something you need that is missing, please [contact us](#).

- \\ **Cyber Essentials and Cyber Essentials Plus** - Useful guides
- \\ **ISO 27001** - Useful guides
- \\ **ISO 20000** - Useful guides
- \\ **ISO 9001** - Useful guides
- \\ **Nasstar Group insurance** - Useful guides
- \\ **Nasstar security policy** - Useful guides
- \\ **Health & Safety** - We are currently in the process of going through the SafeContractor Certification
- \\ **ISO 14001 (environmental responsibility)** - We are certified ISO14001 for our two Nasstar data centres in Alford and Salford; you can find the certificate in our useful guides section
- \\ **PCI compliance** - We are PCI DSS certified by NCC Group
- \\ **HSCN** - We operate in accordance with the HSCN Obligations Framework
- \\ **GDPR** - We align with ISO 27701 which is a privacy extension to our ISO 27001 certification and enables us to be GDPR compliant
- \\ **Group structure information** - Useful guides
- \\ [Modern Slavery & Human Trafficking statement](#)
- \\ [COVID-19 risk assessment](#)
- \\ [Responsible Disclosure policy](#)