

Digital Inclusion Policy

Policy Objectives

MS3 Networks holds a strong belief in the power of technology to bridge the digital divide and promote equal opportunities for all.

We work with many local community and charity initiatives to actively promote the benefits of digital inclusion in areas within our network that face socio-economic challenges.

Furthermore, our business model supports the delivery of products that directly tackle digital exclusion. MS3 Networks only offers products to consumers via our wholesale partners. This creates significant cost savings as consumers can select from multiple internet packages aligned to individual bandwidth and budget needs, including social tariffs.

Policy Commitments

- **Affordable and Accessible Services:** Through our wholesale model, our partners provide affordable and diverse service plans to accommodate various income levels. We are committed to ensuring that the cost of purchasing broadband does not prevent individuals from accessing quality internet services. Through our affordable broadband services, we have been able to connect thousands of homes and aim to connect many more.
- **Community Outreach:** We understand the impact digital skills have on individuals as well as communities, hence we strive to collaborate with local organisations in bridging these digital literacy gaps in our community. We aim to sponsor initiatives that promote digital education and skills development either through apprenticeships or working with schools to enhance digital skills. We also offer free business workshops helping to upskill IT professionals and give them access to industry advice.
- **Excellent Quality:** We are committed to ensuring our broadband is high quality, fast and affordable, helping to connect people locally and internationally. It is a future-proof network, vital to ensuring reliability of broadband for education, employment, health and social inclusion.
- **Exceptional customer service and technical support:** Our team of trained customer service professionals are always ready to take up any queries about our services helping to resolve any technical issues during installation of equipment in the home. We aim to minimise any down time to our consumers and follow tight deadlines on any remedial works.

- **User-friendly interface:** as part of our aim to promote digital inclusion, we have ensured our business interface is user-friendly and accessible. Our wholesale portal is built to ensure an excellent and efficient customer experience.

Useful links

To promote the safe and responsible use of technology to create a better and safer internet. If you have any concerns, please refer to the following organisations/charities to seek further information /advice.

Cyber Crime (including how to report)

- [Cyber crime | Humberside Police](#)
- [Useful contacts for advice about fraud and cyber crime | Humberside Police](#)

Keeping yourself and children safe online

- [Keeping children safe online | NSPCC](#)
- [Keep Children Safe Online: Information, Advice, Support - Internet Matters](#)
- [Individuals & families - NCSC.GOV.UK](#)

This Digital Inclusion Policy will be reviewed periodically and updated to reflect changes in technology, industry best practices and business realities.

By adhering to this policy, we aim to provide better services to enhance a digital inclusive society.