

CUSTOMER FAQs

Who will I be contracted to?

Following novation, your contract will be with "GCI Network Solutions Limited" trading as Nasstar.

If your contract has not yet been novated, we will shortly be in touch about this.

Who will invoice me?

Our key focus is to ensure a smooth continuation of service delivery and customer experience. With this in mind, in the medium term KCOM will continue to invoice you and receive payments via its existing systems and bank account as an agent of GCI Network Solutions Limited (trading as Nasstar).

Who do I pay from 1st August?

Please continue to pay KCOM using the payment details you hold currently. As a reminder, we have included these below.

Bank Name: National Westminster Bank (Natwest)
Account Name: KCOM Group Limited
Sort Code: 56-00-06
Account Number: 03744469
IBAN: GB65NWBK56000603744469
BIC8: NWBKGB2L

HSBC Bank PLC Branch Address:
Hull City Centre
34 King Edward Street
HULL
HU1 3SS

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

Your invoices will continue to be branded as KCOM. There will be wording added that confirms that KCOM is sending the invoice as an agent of GCI Network Solutions Limited (trading as Nasstar).

Will there be a future change of payment details?

We do intend to invoice you directly in the future and are working on the planning of this to ensure a smooth customer experience. We will keep you updated on this well in advance of any change.

Who do I contact if I have a billing question?

Please continue to use the same contact details you usually use. General contact details for billing and purchase orders are below:

Customer services

Email: mycare@kcom.com

Phone: 0345 122 4222

Collections/credit control

Email: GFSstrategiccollectionteam@kcom.com

Phone: 01482 602821

Remittances

Email: remittances@kcom.com

Purchase orders

Email: salesupportdesk@kcom.com

What accreditations does Nasstar hold?

GCI Network Solutions Limited, trading as Nasstar holds the following accreditations and certifications:

- GDPR compliance
- ISO certifications:
 - 27001: Certificate No: 09942/F/0009/UK/En
 - 9001: Certificate No: 09942/H/0009/UK/En
 - 20000-1: Certificate No: 09942/I/0009/UK/En
- Cyber Essentials certification: Certificate No: IASME-CE-009213
- Cyber Essentials Plus certification: Certificate No: IASME-CEP-002667
- Health and Social Care Network (HSCN) Compliance accreditation
- PCI certification: Class 1 Service Provider