

Code of Practice for Savemoneyoncalls.net Ltd

1. Who We Are

Savemoneyoncalls.net is a reseller of BT wholesale products. We offer voice and data services to businesses throughout the UK.

2. Our Customers

Savemoneyoncalls.net understands that customer satisfaction is the most important part of our business. Our company values are based on this. That is why our people are here to make sure that you get what you want, when you want it. Whether you need new services, to check on the progress of a service enhancement, require new number ranges or revise your service level agreements, we will do our best to meet your requirements to your satisfaction.

Savemoneyoncalls.net values its customers and aims for the highest standards of account management and customer service. By investing in our people and in systems to support our customer care activity and by continually developing our services, we will deliver the best customer care and stay ahead of our competitors.

We have developed this Code of Practice to reflect our approach to customer service and to give existing and future customers an overview of our company and the services we provide.

3. Useful Contact Details

3.1 How to contact us

- General Contact Information

Telephone 0870 752 0060

Fax 0870 752 0070

E-mail sales@Savemoneyoncalls.net .info

- Customer Service

For customer service enquires, please call our Customer Service line on 0870 752 0060 which is open 9am to 5pm Monday to Friday (excluding public holidays).

If you would prefer to write to us instead, please address your letter to:

Head of Customer Service and Billing
Savemoneyoncalls.net
Unit 1B, West Coppice Road
Coppice Side Industrial Estate
Brownhills
WS8 7HB

3.2 Other Organisations

Office of Communications (OFCOM)

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 020 7981 3000
Fax: 020 7981 3333
E-mail contact@ofcom.org.uk
Website www.ofcom.gov.uk

Ofcom is the main regulator for the UK Communications industry.

The Independent Committee for the Supervision of Standards of Telephone

Information Services (ICSTIS)

4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

Phone: 020 7940 7474 (9:00am - 5.00pm, Monday to
Friday) Fax: 020 7940 7456

ICSTIS regulates Premium rate services (numbers commencing with 09).

4. Our Products

Savemoneyoncalls.net provides a wide range of communications services falling into three broad categories:

Voice Services

Examples of these services include direct and indirect phone services, number translation services, premium rate services, interactive voice response, managed private branch exchanges (PBX) and digital lines (ISDN).

Data Service

Examples of these services include managed firewalls, hosting services, frame relay technology, leased lines, broadband services, fixed wireless access, and fully managed point-to-point connections (LAN Speed).

We provide many more communications services than the examples listed above. For a full list of our services please contact our Customer Services Department (please see contact details under section 3)

Mobile Services

Examples of these services include standard mobile services, messaging (SMS) mobile email solutions and mobile virtual private networks.

We provide many more communications services than the examples listed above. For a full list of our services please contact our Customer Services Department (please see contact details above under Section 3).

5. Customer Service

Customer satisfaction is the most important part of our business. We describe here in some greater detail our approach to our customers and the kind of customer services we offer. If you have any questions or need any further information, you are welcome to contact our Customer Service Department (please see contact details above under Section 3).

5.1 Cancellation of Service

You are usually able to terminate any of our services by giving one (1) month's notice. Please note, however, that our services are subject to a minimum contract period as specified in your contract, usually between 12 and 60 months calculated from the date when your service commenced. Cancellation prior to the expiration of the agreement may result in costs being incurred.

5.2 Faults and Repairs

We aim to fix the fault and restore full service within a standard response time of 8 working hours from when you notify us of a fault on our service. This is a target time which means that we do not offer any compensation if we fail to meet this target unless we have specifically agreed with you that such compensation shall be payable.

We also offer additional service level agreements, which are agreed separately with our customers. These service level agreements are tailor-made to correspond to individual customers' needs. You can obtain additional information by contacting our Customer Service Department (please see contact details above under Section3).

5.3 Price Tariffs

Our up-to-date standard price tariffs, including details of standard discounts and special and targeted tariff schemes are available from our Customer Services Department (please see contact details above under Section 3).

5.4 Billing and Payment

We generally invoice our customers on a monthly basis but this may vary depending on the service concerned. For more detailed information, please contact our Customer Service Department (please see contact details above under Section 3).

We accept the following methods of payment: Direct Debit, BACS, Cheques, Credit Cards and Cash, although for some services or tariffs, we may require direct debit and/or other security.

We are able to provide itemised bills to customers who request this, and also special format bills for those with a disability (see section 6.4 below).

5.5 Disconnection Policy

We want to help our customers to manage and pay their bills from us. Our measures in this area include:

- Promoting good customer service
- Encouraging prompt and full payment of bills
- Minimizing debt and disconnection due to non payment of bills
- Strengthening our customers' awareness of our company procedures in this area.

It is our intention to help to the best of our ability customers with payment difficulties as well as to explain the actions we will have to take if our bills are not paid in full and on time.

Should a customer consistently fail to pay invoices within the agreed payment terms, Savemoneyoncalls.net will issue a Final Notice to the customer advising that suspension of service will take place unless payment is made. Should payment not be made, Savemoneyoncalls.net may suspend the service to the Customer. The service may be reinstated upon receipt of payment and Savemoneyoncalls.net may insist, under certain circumstances, that the customer pays future bills by Direct Debit.

5.6 Complaints

Introduction

At Savemoneyoncalls.net we are committed to providing our customers with an excellent level of service. However we recognise that we sometimes get it wrong, and when we do, we want you to tell us so that we can put things right as quickly and smoothly as possible. With this in mind, we have developed a Complaints Procedure which explains who you should contact and what do if you have a complaint about Savemoneyoncalls.net telecommunications services. The Complaints Procedure is described here.

How to contact us

If you would like to make a complaint about our service, please call our Customer Care Line on 0870 752 0060 and choose the appropriate department with respect to your complaint. You may also email customerservice@savemoneyoncalls.net. Our Customer Care Line is open 9am to 5pm, Monday to Friday.

If you would prefer to write to us instead, please address your letter

to: Head of Customer Service and Billing
Savemoneyoncalls.net
Unit 1B, West Coppice Road
Coppice Side Industrial Estate
Brownhills
WS8 7HB

How we deal with your complaint

When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible.

- Company name and account number
- Name, contact phone number and postal address
- Nature of the complaint

You can give this information to us over the phone or in writing.

When we have registered your complaint we will give it an identification number that you may refer to in any further contacts with us regarding your complaint.

We will make every effort to resolve your complaint when you first contact us. However this is not always possible and we may have to investigate your complaint further.

Whatever your complaint we will give you our initial response to it no longer than 5

working days from when you notified us.

If you are not happy about the way in which your complaint has been handled, you can call us on 0870 752 0060 and ask to speak to the Customer Care Manager.

If after having contacted the Customer Care manager you are still not satisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the Managing Director.

We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this. This letter is normally referred to as a 'deadlock letter' and confirms that there is nothing more we can do with respect to your complaint.

When you have received the deadlock letter from us, you may wish to refer the complaint to the following organization.

Communications & Internet Services Adjudication Scheme

24 Angel Gate

City Road

London

EC1V 2PT

Email: info@irds.ltd.uk

Telephone: 020 7520 3827

Fax : 020 7520 3820

This is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. The customer can refer his complaint to the ombudsman service after twelve weeks if a complaint has not been resolved, or if Savemoneyoncalls.net sends a deadlock letter.

Premium Rate Services

All Premium Rate Services (PRS) numbers and the associated Premium Rate Service industry are regulated by the Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS). This means that if you have a complaint about the way in which Premium Rate Service numbers are advertised or managed, the type of service provided or the way in which information received via a PRS number has

been presented during the calls concerned, ICSTIS will be pleased to hear from you. You will find the contact details for ICSTIS on the last page of this leaflet.

All calls to premium Rate Service numbers are charged at a higher rate than normal local, regional and national calls. If your complaint involves a dispute over charges for these calls, we will ensure that your concerns are looked into thoroughly and professionally if you let our Customer Care Department know on 0870 752 0060.

If we believe the call charges to be correct, however, it may be possible to obtain compensation from the Service Provider responsible for the PRS service involved via ICSTIS. Although PRS Service Providers are under no obligation to provide compensation for any calls other than those made to PRS numbers which provide a 'live', non recorded service, request for compensation for calls made to recorded information PRS numbers can be made to ICSTIS.

Useful addresses and phone numbers

Office of Communications (Ofcom)

Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 0845 456 3000

Fax: 020 7981 3334

[E-mail:contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Website www.ofcom.gov.uk

The Independent Committee for the Supervision of Standards of Telephone Information

Services (ICSTIS)

4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

Phone: 020 7940 7474

Fax: 020 7940 7456

[E-mail:secretariat@icstis.org.uk](mailto:secretariat@icstis.org.uk)

Website: www.icstis.gov.uk

6. Customer Rights and Obligations

6.1 Number Portability

We may be able to port your number to and from other operators subject to technical availability. We may charge you for porting a number.

6.2 Data Protection

Savemoneyoncalls.net may use your personal information together with other information for providing telecommunications services, marketing, administration, and training. We may disclose your information to our affiliated companies, service providers and agents for these purposes. We may also keep your information for a reasonable period of time for marketing purposes in order to contact you about our services, but you can choose not to receive such marketing material at any time by notifying our Data Protection Officer in writing (see contact details below).

Occasionally

the marketing material concerns the provision of services by third parties.

Savemoneyoncalls.net also performs some processing of personal data required for commercial purposes (for instance, creditworthiness checks).

If you want to write to our Data Protection Officer, please use the following

address: Data Protection Officer
Save Money on Calls .net
Unit 1B, West Coppice Road
Coppice Side Industrial
Estate Brownhills
WS8 7HB

6.3 Terms and Conditions

The terms and conditions describe the general legal and contractual obligations between our customers and us. The detail of the terms and conditions will vary depending on the kind of service we offer. The terms and conditions for all our standard retail services can be found on our website. You can also request a copy from our Customer Service Department (please see contact details above under Section 3).

6.4 Services for Disabled Customers

Savemoneyoncalls.net provide access free of charge to BT's 195 Directory Service for customers who are so visually impaired or otherwise disabled as to be unable to use a printed directory. Calls are connected onwards as required. Bt's Text Direct Service is also available to all customers with speech and hearing difficulties and once again is free of charge. This service has short access codes to the Emergency Services, Operator Assistance and provides call progress announcements.

Details of these services can be found on the BT 'Age and Disability' website at www.bt.com/aged_disabled/index.jsp

Savemoneyoncalls.net will assess all requests for information and make special arrangements on a case by case basis. Examples would be the provision of product information and contact information and the availability of bills in Braille or by audio or in large print. Please contact our Customer Services Department for assistance and further information (please see contact details above under Section 3).

6.5 Phonebooks

We are happy to provide you with a phonebook if you want to receive one. There is a charge for this service. Please contact our Customer Service Department (please see contact details above under Section 3) to request a phonebook.

If you want to have your details removed from the phonebook ('ex-directory') please contact our Customer Service Department.

6.6 Call Barring

If you want to have a particular number barred so that it cannot be dialled from your phone, please contact our Customer Services Department.

6.7 Calling-Line and Called-Line Identity

Your phone number is by default not displayed to the person whom you are calling. However, you can alter this by requesting that your phone number should be displayed to the person whom you are calling on a call-by-call basis or for all calls.

You can request that the phone number of the person who is calling you, should not be displayed on your phone. You can also request that your phone number should not be displayed on the phone of the person who is calling you.

We do not charge for withholding a phone number in any of the above ways. However, even if you request withholding a phone number, we are legally obliged to pass it on in certain circumstances e.g. to the emergency services in case of an emergency.

To request any of the above facilities, please contact our Customer Service Department (please see contact details above under Section 3).

7. Communication with Customers

7.1 Premium Rate Services

Please refer to Section 5.6 above (ICSTIS)

7.2 Copy of Code of Practice

You can obtain a copy of this Code of Practice from by contacting our Customer Service Department (please see contact details above under Section 3). We will make special arrangements on a case-by-case basis, including the availability of the Code of Practice in Braille or by audio or in large print,

8. Status of this Code of practice

This Code of Practice is not legally binding upon either yourself or Savemoneyoncalls.net and as such cannot be relied upon in a court of law.