

CODE OF PRACTICE REGARDING COMPLAINT HANDLING FOR RESIDENTIAL AND SMALL BUSINESS CUSTOMERS

Introduction

Network Telecom is a leading provider of business telecommunications services to the SME and residential market, providing a one-stop shop for fixed line rental, calls, installation and maintenance of telephone systems, broadband, hosting and mobile phone services.

The purpose of the code of practice

This code is intended for the benefit of Network Telecom's residential and small business customers and sets out a clear statement of the way in which we conduct our business and how you as a customer can make a complaint if necessary. It provides you with information on how to contact us, the products and services we offer and your rights and obligations.

We would point out that this code is not a contractual document and should be read in conjunction with our terms and conditions of sale.

Contact Details

Network Telecom's main aim is to **always** put our customers first. Our offices are open from 9.00 to 17.30 Monday to Thursday and 9.00 to 17.00 Friday; you can contact our Customer Service team on:

Telephone: 0800 0976543
Fax: 0800 0976501
Email: enquiries@networktelecom.co.uk
Website: www.networktelecom.co.uk

Or alternatively by post to:

Network Telecom
Communications House
Hadley Park
Telford
TF1 6QJ

Our range of products

- **Telephone Systems** – We sell predominantly Panasonic telephone systems, though other equipment may be used when providing other services such as, call recording and conferencing facilities. We can install complete telephone systems along with CAT5 cabling or merely provide additional sockets or extensions.
- **System Maintenance** – Network Telecom can maintain most types of telephone systems. In order to provide maximum service for the life of your telephone system, if we have provided the system, our contracts normally allow cover for 7 years and are renewable beyond this time subject to the agreement of both parties. If we maintain a system installed by other parties we may need to carry out a survey of the equipment before our contract commences.
- **Lines and calls** – As a BT reseller we provide BT analogue, ISDN2 and ISDN30 line rental at a reduced cost along with all enhanced features such as call forwarding and call barring provided your chosen system is compatible. Telephone calls are provided via various carriers. Tariffs are available on request.
- **Mobile Phones** - In order to supply the one-bill solution and provide a fully integrated service, Network Telecom are able to offer the full range of mobile phone systems, handsets and accessories with Orange, Vodafone, T-Mobile 02 and 3G
- **Broadband & Hosting** – In order to provide the one- bill solution and provide fully integrated communications services Network Telecom are able to offer a range of broadband and hosting packages. Services are provided via various providers.

Should you require any of these services please contact our customer service team on the above telephone numbers

Customer Service

Network Telecom fully believes that the customer comes first and that our customer service is second to none. To this end we have a fully staffed customer service department and a dedicated Account Manager who are always on hand to assist you. They will do their utmost to help you through any difficulties you may be experiencing.

Pricing Information

Due to the highly competitive nature of the telecoms industry our tariffs are constantly changing and are often structured to individual customers needs. Details of these are available on request from our Customer Service Team.

Billing Information

We aim to supply a one-bill solution for our customers with charges for fixed lines, calls, and mobile services for Vodafone on one monthly invoice (we cannot invoice for Orange, O2 and T-Mobile on our one-bill solution). All charges for line rental and select services are billed monthly in advance. Itemised billing can be provided on request and should your telephone system have the capability then extension billing can also be supplied.

Payment terms are specified in the Terms and Conditions of your contract and our preferred method is by direct debit, though other methods can be supplied on request.

Maintenance is invoiced annually in advance. If we have installed a new system then the first year's maintenance is usually supplied free of charge.

Credit Control

Should we not receive payment for an invoice the customer will receive a reminder letter, after 7 days a final reminder will be sent. If the invoice remains unpaid 7 days after this then a notice of disconnection will be sent. Should your lines be disconnected you will be unable to dial out or receive calls. You may be reconnected at any time once you have settled your unpaid account along with a reconnection fee for each line involved.

Complaints

Whilst we would hope that you never have cause for complaint we would welcome your call if you feel that we have not met the expectations that we promised. Should you have a cause for complaint please feel free to contact our customer service team or your dedicated Account Manager immediately and we will make every endeavour to resolve your problem. We operate to a high standard within our team and will make every effort to reply to your complaint within 24 hours, even if it is not resolved. In the event that the customer service team or your Account Manager are not able to resolve the complaint it will be referred to a senior manager for resolution.

Alternative dispute Resolution

Network Telecom subscribe to the dispute resolution scheme operated by the Telecommunications Ombudsman - OTELO and in the unlikely event that we are not able to resolve your complaint to your satisfaction within 8 weeks after it was first made, or if we send you a letter saying that the issue has reached "deadlock", you may refer your complaint to them. They are an independent body set up to provide our customers with a free of charge resolution to disputes that we have not been able to resolve ourselves. Our customer service team can provide you with details of this service

Network Telecom's Refund/Compensation Policy

If a complaint is found to be justified, compensation or a refund may be awarded

How to obtain this code of Practice

Our code of Practice is published on our web site (www.networktelecom.co.uk) and additional copies are available on request and free of charge to any residential and small business customer.

Termination of your Contract

Terms and conditions of service are set out in your contract along with your rights to terminate. In some cases you have been offered better rates by agreeing to a fixed period and in these cases you may be charged a termination fee if you terminate the contract before the end of your contracted period. Prospective customers may telephone our customer service department to obtain information on minimum contract periods and cancellation terms.

Contact details of related organisations

Otelo
PO Box 730
Warrington
WA4 6WU
Telephone 0845 050 1614
or 01925 430 049
E-mail enquiries@otelo.org.uk
Web site: [http:// www.otelo.org.uk](http://www.otelo.org.uk)

Additional Information

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf