

Telecoms Bridgend Ltd – Code of Conduct

Introduction to our company and services

Telecoms Bridgend Ltd is an independent company that delivers communication services to business customers. Whilst we may not provide all the component parts of our services ourselves, we do take the responsibility for the services delivered and will liaise with our suppliers to ensure that any problems with their services are promptly resolved.

Purpose of this Code of Conduct

The Code informs our customers of our products, our services and customer care policies. We have prepared the Code in line with guidance published by Ofcom (previously named Oftel) on 15 August 2003.

How to contact us

Please contact our Customer Service Team –

By Phone: **0845 293 7830** – This service is available from Monday to Friday, 9am to 5pm (if all lines are busy then please leave a message which we will aim to respond to within 1 hour).

By email: customer@telbridge.co.uk

By fax: 01656

By post: Telecoms Bridgend Ltd, Unit 9C Garth Drive, Brackla Industrial Estate, Bridgend, CF31 2AQ

Our commitment to our customers

We are committed to providing our customers with the highest quality of service care. We are careful to select only top quality wholesale providers to purchase from so that we can pass on quality service to our customers. We make every reasonable effort to supply services that satisfy the reasonable requirements of our customers and we always work to all relevant laws and regulations.

Our products and services

- ❖ The supply and installation of Telephone Systems
- ❖ The provision of telephone and data cabling
- ❖ Landline calls using BT and other Tier One Networks
- ❖ The supply and rental of business telephone lines (ISDN30, ISDN2e and PSTN)
- ❖ Broadband Internet Access
- ❖ Mobile phone handsets with network contracts for voice and data

For more information on any of our products and services please contact our Customer Service Team on **0845 293 7380**.

Marketing

We work to the principle within the British Code of Advertising, Sales Promotion and Direct Marketing, which can be found on the website www.cap.org.uk.

Terms and Conditions

When a customer subscribes to a service from Telecoms Bridgend Ltd, we will send our Standard Terms and Conditions and ask for a contract to be signed. If there are any questions regarding these terms then please contact our Customer Services Team on **0845 293 7380**. We may carry out a credit check as part of our assessment procedures.

Unless otherwise stated, the minimum contract term for our services is 12 months. We aim to provide services with 10 working days from the date of contract subject to availability and / or wholesale lead times. If a survey of customer premises is required or if additional cabling needs to be installed then customers will be advised of revised timetables at the earliest opportunity.

Cancellation

If a customer requests to cancel an order or agreement before the service has been provided then this request must be received within 5 working days of the date of contract. After 5 working days, an administrative fee of the equivalent of three months' rental of the applicable

product may be charged. Should a customer wish to terminate the contract within the minimum term of 12 months a charge will be made – please refer to the contract terms and conditions for details. After the minimum term a customer can cancel any service by writing to us at our address above, giving us one month's written notice.

Faults and repairs

Please call our Customer Services Team on **0845 293 7380** to notify us of a fault on a service supplied by Telecoms Bridgend. We aim to have investigated and in some cases (dependent upon the nature of the fault) repaired within one working day.

Compensation and refund policy

Our policy with regard to compensation is to review each case on its merits. As for refunds, if a customer has overpaid within the terms of their contract then this will be refunded.

Price lists

Our pricing structure is available from our Customer Service Team on **0845 293 7380**. We will write to our customers in advance if we change the pricing structure on their products and services.

Billing

For many of our services, we will bill our customers monthly. Our payment terms are by direct debit and this is a fundamental term of a customer's contract with us. We provide itemised bills as part of our service to our customers. If a customer has a difficulty in paying a bill they must contact our Customer Services Team on **08045 293 7380** at the earliest opportunity. We will endeavour to do all we can to help our small business customers to manage their bills and avoid disconnection.

Number porting

Telecoms Bridgend Ltd recognise that keeping existing telephone numbers may be important to our customers. With every office or mobile network move we will endeavour to offer the same telephone number to minimise disruption. We work with our customers to ensure that the services are switched over at a convenient time to minimise disruption.

Complaints

We take customer complaints very seriously and aim to resolve any complaint with speed and efficiency. Any customer complaint should be registered with our Customer Service Team on **0845 293 7380**. We aim to keep our customers informed at all times of progress to their complaint.

If we cannot settle a complaint to the satisfaction of our customers then help is available from the Office of the Telecommunications Ombudsman (Otel) of which we are members.

Please visit www.otelo.org.uk for further details.

Alternative Dispute Resolution

If a dispute cannot be settled within 12 weeks we will notify our customer that deadlock has been reached. If the dispute advances to this stage, Otel should be contacted. Otel have the authority to handle disputes and make final judgements. We will comply and follow all decisions made by Otel as full and final.

Statement of social responsibility

Telecoms Bridgend Ltd take seriously the problem of nuisance calls and malicious communications. We tackle these problems by working with the Police and others in the communication industry. And customer who has been the victim of this activity should call the Customer Services Team on **0845 293 7380** for information on how to deal with this problem.

Other

We regularly review our Code of Conduct to ensure that we are in full compliance with all industry regulations and guidelines and to guarantee quality of service to all of our customers.