

Consumer Code of Practice

Introduction to our company and services

Crowthorne Associates Ltd is an independent company that delivers communications services to business customers within UK and Europe. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

This Code informs you about our products, services, and customer-care policies. Our code has been approved by Ofcom, the independent regulator for the UK communications industries.

How to contact us

Please contact our Customer Service Team:

Telephone	0800 088 4848 (08:30am - 5.30pm Monday-Friday)
Email	helpdesk@crowthorne.com
Fax	0800 088 4747
Letter	Crowthorne Associates Ltd, Wigglesworth House, 69 Southwark Bridge Road, London, SE1 9HH
Web	www.crowthorne.com

Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our products & services

Landline telephones
 Landline calls
 CPS – Carrier PreSelection
 WLR – Wholesale Line Rental
 ISDN – Digital Telephone Lines
 NTS & Virtual Numbering Services
 Broadband Access
 Wi-Fi Connectivity
 Mobile Telephony & Data Services
 Equipment, Maintenance & Support Service

For more details on any of our products and services, or to place an order immediately, please contact Our Customer Service Team on 0800 088 4848

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are stated on the website www.cap.org.uk.

Terms & Conditions

When you subscribe to a service from Crowthorne Associates Ltd, we will send you our Terms and Conditions, and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0800 088 4848. We may carry out a credit check as part of our procedures.

Where applicable, the minimum contract term for our services is 90 days. We aim to provide services within seven working days of your original request, subject to the type of service, the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 10 (ten) days after your order is placed. After ten days we will charge you for costs incurred to date.

After we have provided the services, you are usually able to terminate any of our services by giving ten (10) days' notice. Please note, however, that our services are subject to a minimum contract period as specified in your contract.

Faults & Repairs

Please call our Customer Service Team on 0800 088 4848 if you experience a fault with any of our services. We aim to have this investigated and repaired within 8 working hours. 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 Team on 0800 088 4848.

Compensation & refund policy

Our policy is to ensure that you are charged according to the prices detailed in your contract for all the products and services that we provide you. In the rare circumstance where we have over-charged you, we will credit the difference to your account.

Price Lists

Our pricing structure is available from our Customer Service Team on 0800 088 4848. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you at the end of each month, unless we agree to a different billing period.

You can pay your bill by direct debit. If you wish to change your basis of payment at any time, please call our Customer Service Team.

We provide itemised bills as an electronic file, at no charge, as part of our service to you.

If you have difficulty paying your bill, please contact us on 0800 088 4848 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

If you are moving home or office

Please call our Customer Service Team on 0800 088 4848 no later than 21 days before your move date. We will amend your account and billing requirements as necessary.

We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting

Crowthorne Associates Ltd recognises that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, and your old provider has a porting agreement with our proposed provider, we will arrange it if you ask us.

We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0800 088 4848

Complaints

We make every effort to ensure that our customers are happy with the levels of support, products and services that they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can lodge a complaint. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on Page 7 of this document. Alternatively, copies are available free of charge and on request from our Customer Support Team on 0800 088 4848

Statement of social responsibility

We take very seriously the problem of nuisance calls and malicious communications. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 0800 088 4848 to report the incident and for information on how to deal with this situation.

We are aware that telephones can provide access to premium rate services, including adult content, through independent companies' services. Our Customer Service Team can restrict the access to premium rate services. Please call them on 0800 088 4848 for advice on this service.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability, including:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print or on computer disc for customers who have difficulty reading their bill

Copies of this Code are available in larger print.

Data protection

We comply fully with our obligations under the Data Protection Act 1998.

Code of Practice for Premium Rate Service & Number Translation Service Calls

Purpose of this Code of Practice

This code informs you, our domestic and/or small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

Premium Rate Services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by “09” or “118”. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV vote-lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3 per minute, or £5 per call or per text (excl VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to “09” numbers. Please call our Customer Service Team on 0800 088 4848 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from PhonePayPlus (PPP) which is the industry-funded regulatory body for Premium Rate Services. PPP operates a Code of Practice that sets out standards for the operation of PRS. You can use the PPP website at www.phonepayplus.org.uk to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PPP has legal powers to require a provider of PRS to amend its service or promotional material -or both - and can also order refunds and impose penalties on service providers for breaches of the PPP Code. For other ways to contact PhonePayPlus, see the “Useful addresses” section shown on Page 8.

Number Translation Services

Number translation services (NTS) are based on numbers that are normally pre-fixed “08”. For example, 0800 and 0808 are used to provide free-phone services (some free-phone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as “follow me” type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 10.8p per minute or per call (excl VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Stewart Hamilton (020 7870 7000 or shamilton@crowthorne.com), who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman / CISAS.

Internet Diallers

If you use the Internet, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. PhonePayPlus has been given responsibility for policing this type of activity and you can contact them via www.phonepayplus.org.uk to ask for help or to report examples of this type of abuse. For other ways to contact PhonePayPlus, see the "Useful addresses" section on Page 8. We can also help by barring calls to 09 numbers.

The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0845 070 0707.

Code of Practice on Complaint Handling & Dispute Resolution

Crowthorne Associates Ltd is an independent company that delivers communications services to business customers worldwide. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the levels of support, products and services that they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Support Team (or other department or named individual) using one of the following:

- By phone: **0800 088 4848**
- By email: **helpdesk@crowthorne.com**
- By letter: **Wigglesworth House, 69 Southwark Bridge Road, London, SE1 9HH**

If you contact us by telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask questions to confirm that we are speaking to the correct person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from the independent Alternative Dispute Resolution Service below:

The Communication and Internet Services Adjudication Scheme (CISAS)
70 Fleet Street, London, EC4Y 1EU
Tel: 0207 520 3827
Email: info@cisas.org.uk
Web: www.cisas.org.uk

CISAS is an independent organisation which is approved by Ofcom to provide an Alternative Dispute Resolution Service (ADRS). Ofcom-approved ADRS advise on disputes between Communications Providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint, you can ask us to agree an early referral to ADRS (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful Addresses

➤ **CISAS**

70 Fleet Street, London, EC4Y 1EU
Tel: 0207 520 3827
Email: info@cisas.org.uk
Web: www.cisas.org.uk

➤ **Ofcom**

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA.
Tel: 020 7981 3040
Email: contact@ofcom.org.uk
Web: www.ofcom.org.uk

➤ **PhonePayPlus (formerly ICSTIS)**

Clove Building, 4 Maguire Street, London, SE1 2NQ.
Tel: 020 7940 7474
Email: info@phonepayplus.org.uk
Web: www.phonepayplus.org.uk

➤ **Telephone Preference Service**

DMA House, 70 Margaret Street, London, W1W 8SS
Tel: 0845 070 0707



Orrell Row, Beckenham, Kent, BR3 1AT

