

## **Consumer Code of Practice on Complaint Handling and Dispute Resolution and our Code for Premium Rate Services and NTS calls**

### **Part 1- VoIP Unlimited Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers**

#### ***Introduction to our company and services***

VoIP Unlimited is an independent Internet Telephony company that delivers communications services to both business and residential customers both nationally and internationally. While we may not provide all the components 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 of practice on complaint handling has been approved by Ofcom, the independent regulator for the UK communications industries for the purpose of section 52 of the Communications Act 2003. This code is published on our website <http://www.voip-unlimited.net>. Additional copies are available on request and free of charge to any domestic or small business customer. It is also available in larger print.

#### ***How to contact us***

Please contact our Customer Service Team:

By phone: 01202 612000 From 09 00hrs until 17 30hrs Monday to Friday.

This number will support all queries for both Business and Residential customers.

By e-mail: [customer.services@voip-unlimited.net](mailto:customer.services@voip-unlimited.net)

By fax: 0870 751 8330

By letter: VoIP Unlimited  
European House  
Bournemouth International Airport  
Christchurch  
Dorset  
BH23 6EA

Via our website: <http://www.voip-unlimited.net>

#### ***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 and services***

- Landline telephones
- Voice Over IP
- IP Telephony
- Landline calls
- CPS – Carrier Pre-Selection
- Broadband access
- Internet
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 01202 612000.

You may also purchase a selected range of IP Telephony hardware from qualified partners around the UK. For more information, please contact the Customer Service Team on 01202 612000 or see our website [http://www.voip-unlimited.net/pbx\\_partners.html](http://www.voip-unlimited.net/pbx_partners.html).

### **Marketing**

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

### **Terms and conditions**

When you subscribe to a service from VoIP Unlimited, we will ask you to sign a Telephony Services Contract, if applicable. Our Standard Terms and conditions are available from our website <http://www.voip-unlimited.net/terms.html>. If you have any questions, please phone our Customer Service Team on 01202 612000. We may carry out a credit check as part of our assessment procedures.

Where applicable the minimum contract term for our service is 12 months. We aim to provide service within stated lead times, subject to 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 additional work is required to provide the service e.g. the laying of 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 ten working days after your order is placed. This applies to the telephony service only, as all connectivity orders will be subject to a one month service fee, including the original set up fee, immediately on order.

After ten working days, if you do decide to cancel, we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months, we will require confirmation in writing and a one month notice period will apply. After the minimum term you can cancel any service by emailing our Customer Service Helpdesk on [customer.service@voip-unlimited.net](mailto:customer.service@voip-unlimited.net) and giving us a minimum of one months notice.

### **Faults and repairs**

Please email our Technical Support on [support@voip-unlimited.net](mailto:support@voip-unlimited.net) if you experience a fault with any of our services. We aim to have this investigated and repaired within 24 hours.

### **Compensation and refund policy**

Our policy is to consider each claim for compensation on a case by case basis

### **Price lists**

Our pricing structure is available from our Customer Service Team on 01202 612000 or on our website <http://www.voip-unlimited.net>. We will always update the web site with the current pricelist. Pricing may be changed from time to time due to general changes in pricing policy or due to promotional offers.

### **Billing**

We will bill you monthly for all services.

Our preferred method of payment is by direct debit. If you wish to change your method of payment at any time, please call our Customer Service Team 01202 612000.

We provide itemised bills free of charge via email as part of our service to you.

If you have difficulty paying your bill, please contact us on 01202 612000 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 email our Customer Service Team on [customer.service@voip-unlimited.net](mailto:customer.service@voip-unlimited.net) no later than 15 working days before your moving date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption.

## **Directory Entries**

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both fixed and mobile telephone numbers. If you do want your details included please contact our Customer Service Team on 01202 612000.

## **Number porting**

VoIP Unlimited 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, we will arrange a number migration for you. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please email our Customer Service Team on [customer.service@voip-unlimited.net](mailto:customer.service@voip-unlimited.net) who can explain the number porting procedure and associated administration charges.

## **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service 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 email our Customer Service Team on [customer.service@voip-unlimited.net](mailto:customer.service@voip-unlimited.net) Tel: 01202 612000. Our advisors will ask you about your complaint and seek to resolve the problem. During any communications we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are communicating with the right person.

You may also send your complaint to us by post:

**VoIP Unlimited**, European House, Bournemouth International Airport, Christchurch, Dorset, BH23 6EA

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director at the above address. If we cannot resolve the problem, we will write to you to say so.

If your complaint has been outstanding for more than 8 weeks from the date when your complaint was first lodged or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from:

**CISAS**, 24 Angel Gate, City Road, London, EC1V 2PT  
Tel: 0845 1308 170 or 0207 520 3827  
E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)  
Website [www.cisas.org.uk](http://www.cisas.org.uk)

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out 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.

## **Nuisance Calls**

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 email our Customer Service Team on [customer.service@voip-unlimited.net](mailto:customer.service@voip-unlimited.net) to report the incident and for information on how to deal with this situation.

## **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 01202 612000
- 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 and other formats on request.

### ***Data protection***

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

## **Part 2 - VoIP Unlimited's Code of Practice for Premium Rate Services and NTS calls**

### ***Purpose of this Code of Practice***

**This code informs you about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to NTS and PRS 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". The 0871 range (including 0872 and 0873 but not 0870) is now designated as a Premium rate number and subject to PRS regulation. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are added to your telephone bill. Calling a PRS number generally costs between 10 pence and £1.50 per minute, per call or per text (incl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team 01202 612000 and via our website [www.voip-unlimited.net](http://www.voip-unlimited.net).

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 01202 612000 for advice on this. We can give you a fact sheet on PRS.

You can also ask for help PhonepayPlus, which is the industry-funded regulatory body for Premium Rate Services. PhonepayPlus operates a code of practice that sets out standards for the operation of PRS. You can use the PhonepayPlus website at [www.phonepayplus](http://www.phonepayplus) to check PRS numbers direct or to download a complaint form. PhonepayPlus has legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also impose penalties on content service providers. For other ways to contact PhonepayPlus, see the "Useful addresses" section below.

### ***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 freephone services (some freephone services are also provided on 0500 numbers). 0844 and 0845 numbers are used for dial-up pay-as-you-go Internet access and customer service helplines. 0870 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.

Charges for calling services on NTS numbers are added to your telephone bill and standard prices range from free up to 5p per minute or per call (incl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate but communications providers must publish prices for calls to 0870 numbers where these are higher than for calls to geographic numbers. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team 01202 612000 and via our website [www.voip-unlimited.net](http://www.voip-unlimited.net). We can also give you a fact sheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Steve Bieniek Tel; 01202 612000 [steve.bieniek@voip-unlimited.net](mailto:steve.bieniek@voip-unlimited.net), 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 this code including, ultimately, referring your complaint to CISAS, 24 Angel Gate, City Road, London, EC1V 2PT. Tel: 0845 1308 170 e-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk) Website [www.cisas.org.uk](http://www.cisas.org.uk)

### ***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 01202 612000 for details. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via [www.phonepayplus.org.uk](http://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 below. 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](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

### ***Useful addresses:***

**CISAS:** 24 Angel Gate  
City Road  
London  
EC1V 2PT

Tel: 0845 1308 170 or 0207 520 3827  
E-mail: [info@cicas.org.uk](mailto:info@cicas.org.uk)  
Website: <http://www.cisas.org.uk>

**Ofcom:** Riverside House,  
2a Southwark Bridge Road,  
London  
SE1 9HA

Tel: 0845 456 3040 or 0300 123 333  
E-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: <http://www.ofcom.org.uk>

### **PhonepayPlus (formerly ICSTIS):**

Clove Building,  
4 Maguire Street,  
London,  
SE1 2NQ.

Tel: 0800 500 212 or 020 7940 7474  
Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

### **Federation of Communication Services (FCS):**

Burnhill Business Centre,  
Provident House,  
Burrell Row,  
Beckenham,  
Kent  
BR3 1AT

Tel: 020 8249 6363  
E-mail: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)  
Website: <http://www.fcs.org.uk>

### **Telephone Preference Service:**

DMA House  
70 Margaret Street  
London W1W 8SS

Tel: 0845 070 0070  
Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

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