

## **Voip Unlimited Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers**

### ***Introduction to our Company:***

Voip Unlimited is an independent Internet Telephony Services Provider, with its own private network and cloud telephony platform, that delivers communications services to business and residential customers, both nationally and internationally.

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 of practice on complaint handling has been approved by Ofcom, the independent regulator for the UK communications industry, for the purpose of section 52 of the Communications Act 2003.

This code is published on our website: <https://www.voip-unlimited.net/legals/>, and copies in larger print are available on request (free of charge) to any domestic or small business customers.

### ***How to Contact us:***

For any sales enquiries (for Business or Residential customers), please contact our Sales Team:

- By phone: 01202 612000;
- by e-mail: [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net);
- by fax: 0870 751 8330
- (between 09:00 and 17:00 hrs, Monday-Friday)

For general enquiries, please contact our Customer Service team:

- by phone: 01202 612000;
- by email: [customer.services@voip-unlimited.net](mailto:customer.services@voip-unlimited.net)

All written correspondence should be sent to:

- Voip Unlimited, 6 Albany Business Park, Cabot Lane, Poole, BH17 7BX

Contact is also available via live chat on our website: <http://www.voip-unlimited.net>

### ***Our Commitment to You:***

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

### ***Our Products and Services:***

- Ethernet Services
- SIP Services (Voice Over IP)
- Landline telephony Services
- Broadband Services
- Cloud Telephony – Voip Exchange
- CPS – Carrier Pre-Selection
- Internet
- Equipment and maintenance service

For more details on any of our products and services, or to place an order, please contact our Sales Team on 01202 612000, or [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net).

You may also purchase a selected range of IP Telephony hardware from qualified partners around the UK. For more information, please contact the Sales Team on 01202 612000, or see our website at <http://www.Voip-unlimited.net>

**Marketing:**

We work to the principles in the UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (CAP Code), which are available on the website of the Advertising Standards Authority: <https://www.asa.org.uk/>

**Terms and Conditions:**

When you subscribe to a service from us, we will carry out a credit check as part of our assessment procedures, and will ask you to sign a contract (which includes a Service Order Form and our Master Services Agreement).

Our standard terms and conditions, including the Master Services Agreement, are available on our website: <https://www.voip-unlimited.net/legals/>. If you have any questions, please contact our Sales team on 01202 612000, or [sales@voip-unlimited.net](mailto:sales@voip-unlimited.net).

For SIP services, we aim to provide service on the next working day. For other services, 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.

Minimum contract terms for our services vary from 12 months to 36 months, from the service commencement date, dependant on the service requested. For each service, the minimum contract term is set out in the relevant Service Order Form (and in the service schedules within our Master Services Agreement).

**Cancellation:**

If you decide to cancel your order or agreement before we have provided the services, the following terms apply:

- SIP services – you may cancel the same day, without charge.
- Broadband – you may cancel within 2 days of the order acknowledgement, subject to a termination charge.
- Ethernet – you may cancel prior to formal order acknowledgement (which is linked to the 3rd Party supplier) free of charge. Once the order has been acknowledged, provisioning works begin and, at that point, any cancelled orders are subject to cancellation charges in-line with our Master Services Agreement.

Note: Consumer customers have a 14 day cooling off period, during which you can cancel services without charge (except for any usage charges incurred).

If you wish to terminate your contract after we have provided the services, we will need you to complete a formal cancellation form, available from our Cancellations team at [cancellations@voip-unlimited.net](mailto:cancellations@voip-unlimited.net).

In-service cancellations are subject to cancellation charges and notice periods, which are set out in the relevant service schedule(s) in respect of the service(s) being terminated; and notice will start when we receive the completed cancellation form (which to protect you, and to ensure its authenticity, we will only action if received from an authorised email address).

**Faults and Repairs:**

If you experience a fault with any of our services, please contact our technical support on 01202 612000, or at [support@voip-unlimited.net](mailto:support@voip-unlimited.net). We aim to have any faults 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, but as a general rule we will not compensate for any perceived loss of business due to a service failure.

**Price lists:**

Detail of our pricing structure is available from our Sales Team on 01202 612000; or via our Customer Portal for existing customers. Pricing may be changed from time to time due to general changes in pricing policy, or due to promotional offers.

**Billing and Payment:**

Invoices will be raised on or around the 1<sup>st</sup> of every month, and emailed directly to you. Services will either be billed, monthly, quarterly or annually in advance (or in arrears) depending on the services ordered, and whether the charges relate to services, licences or usage. Specific charging details are included in the relevant service schedule, part of the Master Services Agreement.

Call charges are shown itemised on your invoice, or in an associated .csv file (provided free of charge as part of our service to you) depending on your preference. If you have requested an itemised breakdown of your calls (.csv file), this is sent to you along with your invoice.

Note: Copies of all current (and previous) invoices and .csv files are available through our customer portal.

We require customers to pay by Direct Debit for services. Exceptionally, customers may pay by credit card, cheque or BACS – but these methods will incur administration and processing charges, and further, more detailed, credit checking.

If you wish to change your method of payment at any time, please call our Billing Team on 01202 612000.

If you have difficulty paying your bill, please contact our Billing Team 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 termination of their services.

**Directory Entries:**

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both fixed and mobile telephone numbers. This service is not automatic, so if you want your details included please contact our Billing Team on 01202 612000.

**Number Porting:**

We recognise that keeping your existing telephone number(s) 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 this for you. This is a process known as number porting, and 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.services@voip-unlimited.net](mailto:customer.services@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 contact our Customer Service Team on [customer.services@voip-unlimited.net](mailto:customer.services@voip-unlimited.net), or 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 questions to confirm that we are communicating with the right person.

You may also send your complaint to us by post at:

**Voip Unlimited**, 6 Albany Business Park, Cabot Lane, Poole, Dorset, BH17 7BX

We will try to resolve your complaint quickly and efficiently, and 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 you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 8 weeks, or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from:

**Ombudsman Services:**

- Ombudsman Services: Communications  
PO Box 730  
Warrington WA4 6WU
- Tel: 0330 440 1614
- e-mail: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)
- Website: <https://www.ombudsman-services.org>

Ombudsman Services 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 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.services@voip-unlimited.net](mailto:customer.services@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.

Any customers who are older, or who may have a disability, should contact our Customer Service Team on [customer.services@voip-unlimited.net](mailto:customer.services@voip-unlimited.net), or 01202 612000; and we will review their circumstances and issues to see how we can best help.

***Data Protection:***

We comply fully with our obligations under the General Data Protection Regulations (GDPR) 2018, and the UK Data Protection Act 2018.

**Useful addresses:**

**Ombudsman Services:**

Ombudsman Services: Communications  
PO Box 730  
Warrington WA4 6WU  
Tel: 0330 440 1614  
e-mail: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)  
Website: <https://www.ombudsman-services.org>

**Ofcom:**

Riverside House,  
2a Southwark Bridge Road,  
London SE1 9HA  
Tel: 0300 123 3000  
E-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: <http://www.ofcom.org.uk>

**Phone-paid Services Authority:**  
(formerly PhonepayPlus)

25<sup>th</sup> floor, 40 Bank Street  
London E14 5NR.  
Tel: 0300 30 300 20  
Website: <https://psauthority.org.uk/>

**Internet Telephony Services Providers' Association:**

69 Wilson Street  
London EC2A 2BB  
Tel: 020 3397 3312  
E-mail: [team@itsp.org](mailto:team@itsp.org)  
Website: <https://www.itspa.org.uk>

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

Provident House,  
Burrell Row, Beckenham,  
Kent BR3 1AT  
Tel: 020 7186 5927  
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: 0345 070 0707  
E-mail: [tps@dma.org.uk](mailto:tps@dma.org.uk)  
Website: <https://www.tpsonline.org.uk>