

EMtel code of Practice on Complaint Handling and Dispute Resolution

Introduction to our company and services

EMtel Ltd is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves we do take responsibility for the services delivered to you and 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 complies with guidelines set out by Ofcom, the independent regulator for the UK communications industries for the purpose of section 52 of the Communications Act 2003. This Code of Practice is published on our website www.emtel.co.uk. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, (e.g. larger print)

How to contact us

Please contact our Customer Service Team from 9.00 am to 5.30pm Monday to Friday by any of the means below.

- By phone: - 0845 450 4556
By e-mail: - support@emtel.co.uk
By fax: - 0871 714 6084
By letter: - EMtel Ltd, Renewal House, Hawksworth Street, Nottingham, NG3 2EG
Or via our website - www.emtel.co.uk

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
- Landline calls
- CPS-Carrier Pre-Selection
- WLR-Wholesale Line rental
- ISDN-digital telephone lines
- Broadband access
- Internet
- Directory enquiries
- Mobile telephone and data services
- 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 0845 450 4556

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 and conditions

When you subscribe to a service from EMtel Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0845 450 4556. We may carry out a credit check as part of our assessment procedures.

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Where applicable, the minimum contract term for our services is 30 days. We aim to provide services within 14 days from the date of receipt of the signed Agreement for those numbers not requiring the transfer of line rental from BT to EMtel and 21 days for those numbers which do require transfer of line rental to EMtel, 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 lay additional cabling we will advise 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 14 working days after your order is placed on the proviso that the service has not been delivered. After 14 working days, should you wish to terminate your contract within the minimum term we will charge you a fee as set out in our terms and conditions. You can cancel any service by calling our Customer Service Helpdesk on 0845 450 4556 giving us 30 days written notice expiring at the end of the Minimum Term or at the end of any subsequent period as appropriate.

Faults and repairs

Please call our Customer Service Team on 0845 450 4556 if you experience a fault with any of our services. We aim to have this investigated and repaired within 16 working hours, failing which the matter will be escalated to our Managing Director.

Compensation and refund policy

Our policy is to consider all claims for compensation/refund on a case by case basis.

Price lists

Our pricing structure is available from our Customer Service Team on 0845 450 4556 or be e-mailing billing@emtel.co.uk. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly.

You can choose to pay us via a range of options including BACS, cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team 0845 450 4556. A charge of £2.50 per transaction will be charged for non-direct debit payments. We provide itemised bills as part of our service to you free of charge by email and for a fee of £2.50 by post.

If you have difficulty paying your bill, please contact us on 0845 450 4556 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 0845 450 4556 no later than 14 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

EMtel 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, 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 0845 450 4556.

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Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 0845 450 4556.

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 0845 450 4556. 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 you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing EMtel Ltd, Renewal House, Hawksworth Street, Nottingham NG3 2EG

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 Chief Executive 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 CISAS 0207 520 3827 email: info@cisas.org.uk

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom approved ADR 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 the problem of nuisance calls and malicious communications very seriously. 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 0845 450 4556 to report the incident and for information on how to deal with it.

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 - 0845 450 4556
- Additional help and support if you have difficulty paying your bill

Copies of this Code are available in larger print and other formats on request.

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Data protection

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

Part 2 EMtel Ltd 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 on Premium Rate Service (PRS) calls and on our charging policy for call 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". 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 0845 450 4556 or by e-mailing billing@emtel.co.uk.

If you have a problem with PRS, we can help. We can provide advice on checking the number of 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 0845 450 4556 for advice on this.

You can also ask for help from 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 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 and 0871 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 prices range from free up to a maximum of 10p 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. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team 0845 450 4556 or by e-mailing billing@emtel.co.uk.

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If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact our Sales and Marketing Director, John Townsend on 0870 777 4022 jtownsend@emtel.co.uk, 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.

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 0845 450 4556 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 below. We can also help by barring calls to 09 numbers.

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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 name 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 00845 070 0707.

Useful addresses

CISAS- 24 Angel Gate City Road London EC1V 2PT Tel: 0845 1308 170 or 0207 520 3827
email: info@cisas.org.uk Website: www.cisas.org.uk

Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0300 123 3333 or 020 7981 3000 e-mail: contact@ofcom.org.uk Website: www.ofcom.org.uk

PhonepayPlus (Formerly ICSTIS), Clove Building, 4 Maguire Street, London, SE1 2NQ.
Tel: 0800 500212 or 020 7940 7474 Website: 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 Website: www.fcs.org.uk

Telephone Preference Service, DMA House, 70 Margaret Street, London W1W 8SS
Tel: 0845 0700707 Website: www.tpsonline.org.uk