

TEAM PARTNERS TELECOMMUNICATIONS LTD

**CODE OF PRACTICE**

**Including our Basic Code of Practice and our Code of Practice for Premium Rate Services and NTS calls**

***Part 1 - Team Partners Telecommunications Ltd Basic Code of Practice for Small Business Customers***

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

Team Partners Telecommunications Ltd is an independent company that delivers communications services to 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. 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, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at ([www.tptele.com](http://www.tptele.com)). Additional copies are available on request and free of charge to any small business customer.

***How to contact us***

Please contact our Customer Service Team:

By phone: 033 33 58 33 33

(From 9:00am until 5:30pm Monday-Friday)

By email: [support@tptele.com](mailto:support@tptele.com)

By fax: 033 33 58 33 34

By letter: Team Partners Telecommunications, 8 Willway Street, Bristol, BS3 4BG

Website: [www.tptele.com](http://www.tptele.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 and services**

- PSTN – analogue telephone lines
- Landline calls
- CPS – Carrier Pre-Selection
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet
- Mobile telephone and data services
- Equipment and maintenance services
- Wi-Fi services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 033 33 58 33 33.

### ***Terms and conditions***

When you subscribe to a service from Team Partners Telecommunications Ltd, we will provide you with a link to 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 033 33 58 33 33. We may carry out a credit check as part of our assessment procedures.

The minimum contract term is provided in the terms and conditions for the relevant service. We aim to provide services within three working days of your request, 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 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 five working days after your order is placed. After five working days we may charge you an administration fee as set out in the specific terms of the relevant service. If you wish to terminate your contract, please call our Customer Service Team on 033 33 58 33 33.

### ***Faults and repairs***

Please call our Customer Service Team on 033 33 58 33 33 if you experience a fault with any of our services. We aim to have this investigated and repaired within two days.

### ***Compensation and refund policy***

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within seven working days. Any refunds that are due will be credited to the next month's invoice.

### ***Price lists***

Our pricing structure is available from our Customer Service Team on 033 33 58 33 33.

### ***Billing***

Unless stated otherwise we will bill you monthly.

Our standard method of receiving payments is direct debit. If you wish to pay via another method or change your payment method, please call our Customer Service Team on 033 33 58 33 33.

If you require an itemised bill, please call our Customer Service Team on 033 33 58 33 33. These are normally provided free of charge.

If you have difficulty paying your bill, please contact us on 033 33 58 33 33 and we will try to arrange a different method of payment. We will do all we can to help our customers to manage their bills and avoid disconnection.

### ***If you are moving home or office***

Please call our Customer Service Team on 033 33 58 33 33 no later than 30 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***

Team Partners Telecommunications 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 date. For more information, please call our Customer Service Team on 033 33 58 33 33.

### **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 033 33 58 33 33.

### **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.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. 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 our website at [www.tptele.com/terms.html](http://www.tptele.com/terms.html). Alternatively, copies are available free of charge and on request from our Customer Service Team on 033 33 58 33 33.

### **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 033 33 58 33 33 to report the incident and for information on how to deal with it.

We encourage parents to register the mobile phones of their children, and take responsibility for all customer care enquiries.

### **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:

- Additional help and support if you have difficulty paying your bill
- Copies of this Code are available in larger print.

### **Data protection**

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

## **Part 2 - Team Partners Telecommunications 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 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". 0871 is now also 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 8.51 pence and £3 per minute, or £5 per call or per text (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our access charges for calling these services are shown in our price list, which is available on request from our Customer Services Team.

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 033 33 58 33 33 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.org.uk](http://www.phonepayplus.org.uk) to check PRS numbers direct or to submit a complaint. 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 normally used for 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 10p per minute or per call (excl. 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 access charges for calling these services are shown in our price list, which is available on request from our Customer Services Team.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Stuart Sermon (Tel: 033 33 58 33 33 or Email: [support@tptele.com](mailto:support@tptele.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 Ombudsman Services (Communications).

***The Telephone Preference Service***

Number translation services (NTS) are based on numbers that are normally pre-fixed "08". For 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.