

# Business Communications Code of Practice.

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**Approved By** Kathy Mogford, Network Services Manager

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**Classification** Confidential

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# 1 Introduction

Connect Managed Services, trading as "Connect" is a wholly owned subsidiary of the Connect Managed Services Holding Group that delivers communications services to business customers throughout the UK. 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.

## 2 Basic Code of Practice

### 2.1 Purpose

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.weconnect.tech](http://www.weconnect.tech). Additional copies are available on request and free of charge to any customer.

### 2.2 How to Contact Us

Please contact our Customer Service Centre:

- By phone: +44 (0) 203 503 0415 From 8am until 6pm Monday-Sunday and Bank Holidays.
- By email: [gnsupport@weconnect.tech](mailto:gnsupport@weconnect.tech)
- By letter: Connect, 8th Floor, City Place House, 55 Basinghall Street, London, EC2V 5DU
- Website: [www.weconnect.tech](http://www.weconnect.tech)

### 2.3 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.

### 2.4 Our Services

For details on any of our products and services, or to place an order immediately, please contact our Sales Team on 020 7950 3200.

You may also purchase our services from authorised channel partners around the UK.

### 2.5 Price Lists

Our pricing structure is available from our Sales Team on 020 7950 3200. We will write to you in advance if we change the pricing structure on your products and services.

### 2.6 Terms and Conditions

When you subscribe to a service from Conn3ct, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable.

- We may carry out a credit check as part of our assessment procedures.
- Where applicable, the minimum contract term for our services is 12 months. Longer contracts may also be offered.
- We aim to provide services within the timescales specified in our Service Level Agreement, 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.

If you have any questions, please phone our Customer Service Centre on 020 7950 3330.

## 2.7 Cancellation

- If you decide to cancel your order or agreement before we have provided the services, you may do so by contacting your account manager; any charges will be discussed with you at that point.
- If you wish to terminate your contract within the minimum term of 12 months, please call your account manager. We will charge you a fee as set out in your contract.
- After the minimum term you can cancel any service by calling your account manager and submitting the request in writing to them, giving us 90 days' notice or as otherwise agreed.

## 2.8 Faults and Repairs

Please call our Service Centre on +44 (0) 203 503 0415 if you experience a fault with any of our services. We aim to have this investigated and repaired within the contracted Service Level Agreement. This timeframe will vary dependent on severity of fault and type of service, which may mean we will seek to improve on this timeframe.

## 2.9 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 five working days. Please note claims need to be submitted in writing within twenty Business Days of the incident. Any refunds that are due will be credited to the next month's invoice.

## 2.10 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 Customer Complaints Handling Procedure explains how customers can complain. The procedure also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. A copy of our Complaints Procedure is available on request.

## 2.11 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 Centre on +44 (0) 203 503 0415 to report the incident and for information on how to deal with it.

## 2.12 The Telephone Preference Service

If you do not 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.

## **2.13 Accessibility & Additional Help**

We are committed to supporting customers who are unable to access our services through the usual routes or require additional assistance. Copies of this Code are available in larger print and other formats on request.

# **3 Code of Practice for Premium Rate Service & Number Translation Service Calls**

## **3.1 Purpose**

This code informs you 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.

## **3.2 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 votelines, 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 Sales 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 Sales Team on 020 7950 3200 for advice on this.

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](http://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 below.

## **3.3 Number translation services**

Number translation services (NTS) are based on numbers that are normally pre-fixed “08”:

- 0800 and 0808 are used to provide freephone services (some freephone 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 Sales Team.

## 3.4 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 Sales Team 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.

## 3.5 Complaints

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact your Account manager on 020 7950 3200. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman/CISAS.

## 3.6 Useful addresses

- Ombudsman Services: Communications, PO Box 730, Warrington WA4 6WU Tel: 0330 440 1614 Textphone: 0330 440 1600 Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)
- Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](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) email: [info@phonepayplus.org.uk](mailto:info@phonepayplus.org.uk)
- Telephone Preference Service - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

# 4 Information Classification

This policy is classified as Public.

# 5 Review

This Policy shall be reviewed on an annual basis, unless changes to business operations, relevant legislation or codes of practice necessitate an earlier amendment.

## 6 Version Control

<b>Date</b>	<b>Version</b>	<b>Changes</b>	<b>Reviewer Name &amp; Job Title</b>	<b>Approver Name &amp; Job Title</b>
20/01/2021	V1.0	Initial Version	Fiona Thompson, Compliance Manager	Kathy Mogford, Network Services Manager
17/06/2021	V1.1	New Branding Applied	Fiona Thompson, Compliance Manager	Kathy Mogford, Network Services Manager