

4tel Communications Limited

Code of Practice Regarding Complaint Handling and Dispute Resolution for Small Business Customers

Ofw 248

1: Introduction	
	<p>4tel Communications Limited ('4tel') offer voice, data and mobile services to businesses throughout the UK. Privately owned, 4tel was founded in 2002 by experienced operators in the telecoms market with the objective of offering total communications solutions.</p>
2: Contact details	
	<p>How to contact us</p> <ul style="list-style-type: none">• General Contact Information Telephone – 0870 750 6300 Fax – 0870 750 6301 E-mail – enquiries@4telgroup.com Website – www.4telgroup.com• Customer Care For customer service enquiries, please call Customer Services on Freephone 0800 505 3210. Lines are open 9am to 5pm Monday to Friday (excluding public holidays). <p>If you would prefer to write to us instead, please address your letter to:</p> <p>Customer Services Dept 4tel Communications Limited 1st Floor, Carrick Business Centre Commercial Road PENRYN TR10 8AR</p>

3: Terms and conditions, including prices and tariffs	
<i>Our services</i>	<p>4tel provide a wide range of communications services falling into three broad categories:</p> <ul style="list-style-type: none"> • Voice Services <p>Examples of these services include direct and indirect phone services, number translation services (0800, 0845 etc.), premium rate and interactive voice response (IVR) services.</p> <ul style="list-style-type: none"> • Data Services <p>Hosting services, broadband services (ADSL and fixed wireless access).</p> <ul style="list-style-type: none"> • Mobile Services <p>Examples of these services include standard mobile services, messaging (SMS) mobile email solutions and mobile virtual private networks.</p> <p>We provide many more communications services than the examples listed above. For a full list of our services, please visit our website (www.4telgroup.com) or contact Customer Services (please see contact details above under Section 2).</p>
<i>Access</i>	<p>More information on how to apply for these services can be found on our website (www.4telgroup.com) or by contacting Customer Services (please see contact details above under Section 2).</p>
<i>Pricing information</i>	<p>Our up-to-date standard price tariffs, including details of standard discounts and special and targeted tariff schemes are available from our website (www.4telgroup.com).</p> <p>You can also obtain a copy of this information by contacting Customer Services (please see contact details above under Section 2).</p>
<i>Contract conditions</i>	<p>Cancellation of Service</p> <p>You are usually able to terminate any of our services by giving one (1) month's notice. Please note, however, that our services are subject to a minimum contract period as specified in your contract, usually between 12 and 36 months calculated from the date when your service commenced.</p>
Including any relevant minimum contract period and how service can be cancelled.	

<p>4: Customer service</p>	
<p><i>Compensation or refund policy</i></p>	<p>We aim to fix the fault and restore full service within a standard response time of 8 working hours from when you notify us of a fault on our service. This is a target time which means that we do not offer any compensation if we fail to meet this target unless we have specifically agreed with you that such compensation shall be payable.</p>
<p><i>Complaint handling process</i></p> <p>Describe in relation to public electronic communications services for domestic and small business customers.</p>	<p>At 4tel Communications ('4tel') we are committed to providing our customers with an excellent level of service. However we recognise that we sometimes get it wrong, and when we do, we want you to tell us so that we can put things right as quickly and smoothly as possible. With this in mind, we have developed a Complaints Procedure, which explains who you should contact and what do if you have a complaint about 4tel telecommunications services. The Complaints Procedure is described here.</p> <p>How to contact us If you would like to make a complaint about our service, please call Customer Services on Freephone 0800 505 3210. Lines are open 9am to 5pm Monday to Friday.</p> <p>If you would prefer to write to us instead, please address your letter to: Customer Services 4tel Communications Limited 1st Floor, Carrick Business Centre Commercial Road PENRYN TR10 8AR</p> <p>How we deal with your complaint When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible:</p> <ul style="list-style-type: none"> • Company name and account number • Name, contact phone number and postal address • Nature of the complaint <p>You can give this information to us over the phone or in writing. When we have registered your complaint we will give it an identification number or 'Fault Reference' that you may refer to in any further contacts with us regarding your complaint.</p> <p>We will make every effort to resolve your complaint when you first contact us. However this is not always possible and we may have to investigate your complaint further. Whatever your complaint we will give you our initial response to it no longer than 5 working days from when you notified us.</p>

	<p>Customer Complaints Procedure</p> <p>If you are not happy about the way in which your complaint has been handled, you can call us on Freephone 0800 505 3210 and ask to speak to our Customer Services Manager.</p> <p>If after having contacted your Customer Services Manager you are still not satisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the Customer Services Director.</p> <p>We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.</p> <p>Taking further action</p> <p>If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this.</p> <p>This letter is normally referred to as a "deadlock letter" and confirms that there is nothing more we can do with respect to your complaint.</p> <p>When you have received the deadlock letter from us, you may wish to refer the complaint to The Telecommunications Ombudsman (Otelo).</p> <p>You will find the contact details for Otelo on the last page of this leaflet.</p>
<p><i>Alternative dispute resolution procedure</i></p> <p>Details of alternative dispute resolution arrangements in relation to the provision of public electronic communications services to domestic and small business customers.</p>	<p>If we have not resolved your complaint to your satisfaction after three months or if you have received a letter from us saying that your complaint has reached "deadlock", you may make a complaint through Otelo, an independent alternative dispute resolution scheme.</p> <p>The Telecommunications Ombudsman (Otelo) is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. Otelo is funded by member organizations.</p> <p>You will find the contact details for Otelo on the last page of this leaflet.</p>
<p>5: How to obtain this Code of Practice</p>	
	<p>This Code of Practice is published on our Web site at www.4telgroup.com. Additional copies are available on request and free of charge to any small business customer. It is also available in audio or large print formats.</p> <p>Please contact Customer Services on 0800 505 3210.</p>

6: Contact details of related organisations	
	<p>Useful addresses and phone numbers</p> <p>Office of Communications (Ofcom) Ofcom Contact Centre Riverside House, 2a Southwark Bridge Road London SE1 9HA Phone: 020 7981 3040 Fax: 020 7981 3334 E-mail: contact@ofcom.org.uk Website: www.ofcom.org.uk</p> <p>Office of the Telecommunications Ombudsman (Otel) Otel PO Box 730 Warrington WA4 6WU Local rate phone number: 0845 050 1614 Textphone: 18001 0845 051 1513 Fax: 01925 430059 E-mail: enquiries@otelo.org.uk Website: www.otelo.org.uk</p>
7: Additional information	
	<p>This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</p>