

Code of Practice for 4tel Communications Limited

1. Who We Are

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.

2. Our Customers

4tel understands that customer satisfaction is the most important part of our business. Our company values are based on this. That is why our people are here to make sure that you get what you want, when you want it. Whether you need new services, to check on the progress of a service enhancement, require new number ranges or revise your service level agreements, we will do our best to meet your requirements to your satisfaction.

4tel values its customers and aims for the highest standards of account management and customer service. By investing in our people and in systems to support our customer care activity and by continually developing our services, we will deliver the best in customer care and stay ahead of our competitors. We have developed this Code of Practice to reflect our approach to customer service and to give existing and future customers an overview of our company and the services we provide.

3. Useful Contact Details

3.1 How to contact us

- General Contact Information

Telephone – 0870 750 6300

Fax – 0870 750 6301

E-mail - enquiries@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).

If you would prefer to write to us instead, please address your letter to:

Customer Services Dept
4tel Communications Limited
1st Floor,
Carrick Business Centre
Commercial Road
PENRYN
TR10 8AR

3.2 Other Organisations

Office of Communications (Ofcom)

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 020 7981 3040

Fax: 020 7981 3333

E-mail: contact@ofcom.org.uk

Website: www.ofcom.gov.uk

Ofcom is the main regulator for the UK telecommunications industry.

Office of the Telecommunications Ombudsman (Otelo)

Wilderspool Park
Greenall's Avenue
Warrington
WA4 6HL

Lo-call rate phone number: 0845 050 1614

Fax: 01925 430059

E-mail: enquiries@otelo.org.uk

Website: www.otelo.org.uk

Otelo resolves disputes between member operators and their residential and small business customers. 4tel Communications Limited is currently in the process of applying to become a member of Otelo.

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)

4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

Phone: 020 7940 7474 (9:00am - 5:00pm, Monday to Friday)

Fax: 020 7940 7456

ICSTIS regulates Premium Rate Services (numbers commencing with 09).

4. Our Products

4tel provide a wide range of communications services falling into three broad categories:

- **Voice Services**

Examples of these services include direct and indirect phone services, number translation services (0800, 0845 etc.), premium rate and interactive voice response (IVR) services.

- **Data Services**

Hosting services, broadband services (ADSL and fixed wireless access).

- **Mobile Services**

Examples of these services include standard mobile services, messaging (SMS) mobile email solutions and mobile virtual private networks.

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 3).

5. Customer Service

Customer satisfaction is the most important part of our business. We describe here in some greater detail our approach to our customers and the kind of customer services we offer. If you have any questions or need any further information, you are welcome to contact Customer Services (please see contact details above under Section 3).

5.1 Cancellation of Service

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.

5.2 Faults and Repairs

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.

We also offer additional service level agreements, which are agreed separately with our customers. These service level agreements are tailor-made to correspond to individual customers' needs. You can obtain additional information by contacting Customer Services (please see contact details above under Section 3).

5.3 Price Tariffs

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). You can also obtain a copy of this information by contacting Customer Services (please see contact details above under Section 3).

5.4 Billing and Payment

We generally invoice our customers on a monthly basis but this may vary depending on the service concerned. For more detailed information, please contact Customer Services (please see contact details above under Section 3). We accept the following methods of payment: Direct Debit, BACS, Cheques, Credit Cards and Cash, although for some services or tariffs, we may require direct debit and/or other security. We are able to provide itemised bills to customers who request this, and also special format bills for those with a disability (see section 6.4 below).

5.5 Disconnection Policy

We want to help our customers to manage and pay their bills from us. Our measures in this area include:

- promoting good customer service
- encouraging prompt and full payment of bills
- minimising debt and disconnections due to non-payment of bills
- strengthening our customers' awareness of our company procedures in this area.

It is our intention to help to the best of our ability customers with payment difficulties as well as to explain the actions we will have to take if our bills are not paid in full and on time.

5.6 Complaints

We have a process in place for responding to customer complaints which is described in a separate document called "4tel Communications Customer Complaints Procedure". You can find this procedure on our website (www.4telgroup.com) or request a copy from Customer Services (please see contact details above under Section 3).

6. Customer Rights and Obligations

6.1 Number Portability

We may be able to port your number to and from other operators subject to technical availability. We may charge you for porting a number.

6.2 Data Protection

4tel and its affiliated companies may use your personal information together with other information for providing telecommunications services, marketing, administration, and training. We may disclose your information to our affiliated companies, service providers and agents for these purposes. We may also keep your information for a reasonable period of time for marketing purposes in order to contact you about our services, but you can choose not to receive such marketing material at any time by notifying our Data Protection Officer in writing (see contact details below)..

If you want to write to our Data Protection Officer, please use the following address:

Data Protection Officer
Legal Department
4tel Communications Limited
1st Floor,
Carrick Business Centre
Commercial Road
PENRYN
TR10 8AR

6.3 Terms and Conditions

The terms and conditions describe the general legal and contractual obligations between our customers and us. The details of the terms and conditions will vary depending on the kind of service we offer. The terms and conditions for all our standard retail services can be found on our website (www.4telgroup.com) or by contacting your account manager. You can also request a copy from Customer Services (please see contact details above under Section 3).

6.4 Services for Disabled Customers

4tel will assess all requests for information and make special arrangements on a case-by-case basis. An example of this would be the provision of product information, contract information and the availability of bills by audio or in large print formats. Please contact Customer Services on 0800 505 3210.

6.5 Call Barring

If you want to have a particular number barred so that it cannot be dialled from your phone, please contact Customer Services (please see contact details above under Section 3).

6.6 Calling-Line and Called-Line Identity

Your phone number is by default not displayed to the person whom you are calling. However, you can alter this by requesting that your phone number should be displayed to the person whom you are calling on a call-by-call basis or for all calls. You can request that the phone number of the person who is calling you should not be displayed on your phone. You can also request that your phone number should not be displayed on the phone of the person who is calling you. We do not charge for withholding a phone number in any of the above ways. However, even if you request withholding of a phone number, we are legally obliged to pass it on in certain circumstances e.g. to the emergency services in case of an emergency. To request any of the above facilities, please contact Customer Services (please see contact details above under Section 3).

7. Communication with Customers

7.1 Premium Rate Services

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS) regulates all Premium Rate Services (PRS). ICSTIS will be pleased to hear from you if you have a complaint about the way in which PRS numbers are advertised or provided, the transparency of the cost of the services or the number behind which they are provided, or the way in which information received via a PRS number has been presented during the calls

concerned. You will find the contact details for ICSTIS in section 3.2 above. All calls to Premium Rate Service numbers are charged at a higher rate than normal local, regional and national calls. If your complaint involves a dispute over charges for these calls, please contact Customer Services (please see contact details above under Section 3). We will ensure that your concerns are looked into thoroughly and professionally. If we believe the call charges to be correct it may still be possible to obtain compensation from the Service Provider responsible for the PRS service involved via ICSTIS. Although PRS Service Providers are under no obligation to provide compensation for any calls other than those made to PRS numbers which provide a "live", non recorded service, they will sometimes provide compensation on a voluntary basis for calls made to recorded information PRS numbers.

7.2 Copy of Code of Practice

You can obtain a copy of this Code of Practice from our website (www.4telgroup.com) or by contacting Customer Services (please see contact details above under Section 3). We will make special arrangements on a case-by-case basis, including the availability of the Code of Practice by audio or in large print.

8. Status of this Code of Practice

This Code of Practice is not legally binding upon either yourself or 4tel Communications Limited and as such cannot be relied upon in a court of law.

9. Review of this Code of Practice

This Code of Practice will be reviewed and updated as and when required but at least every 12 months.

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<http://www.4telgroup.com>
enquiries@4telgroup.com

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