



Code of Practice

Contact Limited

Introduction to Contact Ltd.

Contact is an independent company that delivers voice, data, mobile, Internet services, consultancy and support to business throughout the UK directly to end users through our direct sales force and communications specialist teams.

The purposes of this code of practice are to inform you about our products, services and customer care policies. This code of practice has been prepared in accordance with guidelines published by Oftel on the 17th February 2003 and approved by the communications industry regulator-Oftel/Ofcom.

How to contact us:

Customer Services Telephone Number: 08452 75 75 75 (Monday-Friday 9.00am-6pm)
Customer Services Fax Number: 08452 75 75 76
E-mail: info@comtact.co.uk
Website: www.comtact.com

If you prefer to write to us please address your letter to:
Contact Ltd.
46-48 East Smithfield
London
E1W 1AW

Other useful contact information

Office of Communications (Ofcom)
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 020 7981 3000
Fax: 020 7981 3333
E-mail: contact@ofcom.org.uk
Website: www.ofcom.gov.uk

We are currently applying for membership of the Telecoms Ombudsman scheme. This will enable us to offer, if we are unable to come to an agreeable solution, an alternative method for dispute resolution.

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

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

Phone: 020 7940 7474 (Monday-Friday 9.00am-5.00pm)
Fax: 020 7940 7456

ICSTIS regulates Premium Rate Services.

Our Commitment to Our Customers

Contact Ltd is committed to providing our customers with excellent value communications with the highest quality of service.

Our goal is to continuously offer the best solutions to our customers with commitment, excellence and integrity.

A key part of our success has been our customer service which sets us apart from the rest. By identifying the unique and individual needs of our customer we are able to offer one-to-one relationships with all of our clients in an efficient and friendly manner.

At Contact we are committed to developing our staff and strongly believe that up-skilling our workforce is essential in not only in maintaining a high level of customer service but key in all areas of the business.

Our Product Portfolio

Contact offers a wide range of products utilising direct and indirect access, BT Wholesale and carrier-pre selection products and services for:

<i>Transfer</i>	<i>Installation</i>
Contact can transfer all the following:	Contact can install all of the following:
PSTN single lines	PSTN single lines
PSTN multilines	PSTN multilines
ISDN2e	ISDN2e
Business Highway	Business Highway
ISDN30e	ISDN30e
In addition to these products Contact can also provide the following:	
ADSL-Broadband	
Internet Access	
Leased Lines	
Carrier-Pre Selection	
Managed Hosting Solutions	
Business continuity	
Local Area Networks	
Security	

For further details about our full range of products and services visit our website: www.contact.com

Transferring to Contact or ordering a new service

To transfer to Contact or to order any new services please contact our customer services team on 08452 75 75 75.

We normally do business on our standard terms and conditions copies available on request from our customer services team.

The minimum contract period for telephone service as specified in your contract is 12 months. We aim to provide telephone service within 21 days of your original request, subject to availability of lines at your premises. If there are special circumstances we will advise you of the revised timescales.

Moving Office

Please call our customer services team at least 21 of days before you move so we can make appropriate arrangement and ensure that you are not charged for calls made from your old address once you have moved. A final bill will be sent to your new address once you have moved. It may be possible to provide the telephone service at your new address, if this is the case we will let you know as soon as possible.

Repairs

Should you experience a fault on your lines please call our customer services team on 08452 75 75 75 (choose option 1) who will be able to help. We align our response times and services with BT and offer higher levels of customer fault care should you require them. If you would like to know more about these please contact our customer services team on the above number.

Cancellation of Service

Should you decide to cancel your order with Contact to provide your telephone service, you can do so, without charge, within 10 working days of placing your order. After 10 working days should you wish to cancel your agreement with us, you can do so by giving us 30 days written notice however we will apply compensation charges as per the terms and condition of the contract. Copies available on request.

Contact Product Pricing

Contact offers its customers a unique price promise in their contract: Contact promises to match any tariff from a comparable supplier, for an equivalent product at any point during your contract period with us. Please contact our customer services team for our current price list of our products and services.

Billing and Payment

Contact bills its customers on a monthly basis. Customers can pay their monthly bill by direct debit, cheque, BACS or cash directly into our bank account. For more detailed information please contact our customer services team on 08452 75 75 75 (Option 2 for Enquiries)

We can provide customer with itemised billing in a variety of formats including paper copies, electronic format by e-mail or online on our website. If you wish to view your telephone bill online please contact our customer services team who will issue you with a username and password.

Disconnection Policy

Our aim is to help our customers manage and pay their bills to 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 customer's awareness our company procedures in this area.

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

If you have difficulty in paying your bill please contact our customer services team on 08452 75 75 75 who will be able to help. Other reasons why we may have to disconnect your service can be found in the terms and conditions of your contract, copies available upon request from customer services team.

Complaints Procedure

Contact is committed to providing customers with an excellent level of service and customer care. However, we accept that from time to time you may be dissatisfied with our standards or our responses and in this case you have the right to make a complaint.

How to contact us

If you would like to make a complaint about our service, please call our customer service line on 08452 75 75 75 and choose the appropriate department with respect to your complaint. Our customer services lines are open 24 hours a day
You can also fax us your complaint if you wish to do so on our fax number which is 08452 75 75 76.

Or if you prefer to write to us please address your letter to:
Contact Ltd.
46-48 East Smithfield
London
E1W 1AW
Or email us on support@contact.co.uk

Complaints Handling Procedure

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:

- Company name and account number.
- Name, contact phone number and postal address.
- Nature of the complaint.
- Once we have registered your complaint we will:
 - Respond to your complaint within 5 working days.
 - If your complaint cannot be resolved within 5 working days, we will write and tell you when you can expect a response from us and in any case we will aim to resolve the complaint within 10 working days from the receipt of your complaint.
- We will write to you when we have investigated the complaint and let you know the outcome.

If at the end of this procedure you feel that your complaint has not been addressed properly or we cannot agree a solution and are at a deadlock, you can contact the Office of the Telecommunications Ombudsman (Otelo). Otelo is an independent approved dispute resolution service and is empowered to resolve customer disputes. Otelo is approved by the communications regulator Ofcom.

We are currently applying for membership of the Telecoms Ombudsman scheme. This will enable us to offer, if we are unable to come to an agreeable solution, an alternative method for dispute resolution.

You can contact Otelo:

By Telephone: 0845 050 1614
By Fax: 0845 050 1615
By Post: P.O. Box 730, Warrington, WA4 6WU
By E-mail: enquiries@otelo.org.uk
Website: www.otelo.org.uk

If you feel your complaint has still not been satisfactorily dealt with you can contact Ofcom:

Office of Communications (Ofcom)
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 020 7981 3000
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.

Premium Rate Services

All premium rate services (PRS) numbers and the associated Premium Rate Service industry are regulated by the Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS). This means that if you have a complaint about the way in which Premium Rate Service numbers are advertised or managed, the type of service provided or the way in which information received via a PRS number has been presented during the calls concerned, ICSTIS will be pleased to hear from you. Please see below for contact information.

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, we will ensure that your concerns are looked into thoroughly and professionally if you let our customer services team know on 08452 75 75 75.

If you believe the call charges to be correct, however, it may 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 any compensation for any calls other than those made to PRS numbers which provide a "live", non recorded service, request for compensation for calls made to recorded information PRS numbers can be made to ICSTIS.

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

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ICSTIS regulates Premium Rate Services.

Statement of Social Responsibility:

We view the problem of malicious calls very seriously and work closely with the police and other within the industry to tackle the problem. Should you experience malicious or nuisance calls please contact our customer services team on 08452 75 75 75 for more information on how to deal with the problem.

Services for customers who are older or may have a disability

We are committed to helping our customers communicate easily, if you have difficulty reading your bill we can arrange for copies of the bills to be sent to you in more suitable formats. Please contact our customer services team on 08452 75 75 75 for more information.

Copy of Code of Practice:

Copies of this code of practice are available upon request from our customer's services team, and will be sent to customers free of charge upon request. Should you wish to receive a copy please contact our customer services team on 08452 75 75 75.

Status of this Code of Practice

This code of practice is not legally binding upon either yourself or Contact Ltd and as such cannot be relied upon in a court of law. Should there be a conflict between the Codes of Practice and Terms and Conditions, the Contract Terms and Conditions will apply. This code of practice will be reviewed and updated as and when required.