

## **ARDENCOM LTD**

### **Consumer Code of Practice on Complaint Handling and Dispute Resolution**

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

ARDENCOM 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

The Code informs you about our products, services, and customer care policies. Our code has been approved by Ofcom, the independent regulator for the UK communications industries.

#### How to contact us

Please contact our Customer Service Team

By phone: 08702 646465 (From 8.30am until 5pm Monday-Friday,).

By e-mail: donna.yiangou@ardencom.com

By fax: 08702 646466

By letter: ARDENCOM LTD, Wellington House, Birmingham International Park, Starley Way, Solihull. B37 7HE

Or via our website [www.ardencom.com](http://www.ardencom.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

- Landline telephones
- Landline calls
- CPS-Carrier Pre-Selection
- WLR-Wholesale Line Rental
- ISDN-digital telephone lines
- Broadband access
- Internet
- Directory enquiries
- Public/private/business two-way radio mobile radio services/ Common Base Station services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 08702 646465

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 08702 646465 or see our website [www.ardencom.com](http://www.ardencom.com)

#### Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are stated on the website, [www.cap.org.uk](http://www.cap.org.uk)

#### **Terms and conditions**

When you subscribe to a service from ARDENCOM LTD, we will send you 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 08702 646465. 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. We aim to provide services within 15 working days, 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 advise 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 seven days after your order is placed. After seven days we may charge you an administration fee. Please refer to your proposal containing our Terms and Conditions and Product specific service agreements in respect to the procedure and any charges that may or may not be levied.

If you wish to cancel your contract during the specified term of your agreement you may do so in writing as per our terms and conditions and any charges for cancellation that fall due will be requested in accordance with the individual service agreement relating to your particular contract that is contained within your proposal from Ardencom. After the minimum term you can cancel any service by writing or by calling our Customer Service Helpdesk on 08702 646465 giving us up to three months notice depending on your particular contract service agreement found in your original proposal.

### **Faults and repairs**

Please call our Fault Service Team on 08702 646465 or log your fault on line 24/7 on our website [www.ardencom.com](http://www.ardencom.com) if you experience a fault with any of our services. We aim to have this investigated and repaired within the specified terms of your individual service agreement.

### **Compensation and refund policy**

Our policy is to compensate or refund you in line with your individual product service agreements where a fault is not rectified within the stated terms to the amount stated within the appropriate service agreement.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 08702 64 64 65 in respect to your individual bespoke contract, also contained within your original or subsequent proposal from Ardencom. We will write to you in advance if we change the pricing structure on your products and services.

### **Billing**

We will bill you Monthly, Annually or Quarterly depending on the services received from ourselves.

You can choose to pay us via a range of options including: BACS, cheque or direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills as part of our service to you, all of which are also published via our website with a secure log in.

If you have difficulty paying your bill, please contact us on 08702 646465 and we will try to arrange a different method of payment. We will do all we can to help our business customers to manage their bills and avoid disconnection.

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

Please call our Customer Service Team on 08702 646465 no later than 30 working days, or in respect to your specific product guidelines contained within your service agreement 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**

ARDENCOM 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 time. For more information, please call our Customer Service Team on 08702 646465

### **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.

If you have a complaint about any part of our service, please contact our Customer Service Team on 08702 646465. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing (see "How to contact us" above).

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 12 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from Otelo.

Otelo is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services have been set up to sort out disagreements between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

### **Statement of social responsibility**

We take very seriously the problem of nuisance calls and malicious communications. 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 08702 646465 to report the incident, and for information on how to deal with this situation.

ARDENCOM LTD code of practice

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### 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:

Priority access to the Customer Service Team

§Priority fault repair and assistance

§Additional help and support if you have difficulty paying your bill

§A free Directory Enquiries service for people who are unable to use the printed phone book

§Copies of bills in large print or on computer disc for customers who have difficulty reading their bill

Copies of this Code are available in larger print and other formats on request

### **Data protection**

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

### **Useful addresses**

Otelo PO Box 730, Warrington, Cheshire, WA4 6WU. Tel: 01925 430870 or 0845 050 1614

e-mail: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk) Website: [www.otelo.org.uk](http://www.otelo.org.uk)

Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0845 456 3040 or

020 7981 3000 e-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

ICSTIS Ltd, Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500212 or 020 7940 7474 Website: [www.icstis.org.uk](http://www.icstis.org.uk)

Federation of Communication Services (FCS), Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249

6363 e-mail: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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