

Code of Practice on Complaint Handling and Dispute Resolution

THINK TELECOM LTD Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

Introduction to Our Company and Services

THINK TELECOM LTD is an independent service provider that provides small to medium enterprises with cost effective fixed line services.

Purpose of this Code of Practice

This code informs you about our products, services, and customer-care policies. This Code of Practice is published on our website at www.thinkitsimple.com. Additional copies are available free of charge, upon request.

How to Contact Us

Contact our Customer Service Team from:

Monday – Friday 9.00am – 5.30pm

Saturday 10.00am – 2.00pm (closed on bank holidays)

By Phone: 0330 024 0180

By Email: info@thinkitsimple.com

By Fax: 01622538498

Website: www.thinkitsimple.com

By Letter: THINK TELECOM LTD, 2nd Floor, County House, 35 Earl Street, Maidstone, Kent, ME14 1PF

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
- Non-Geographic Numbers
- Directory Enquiries
- Hosted Voice Solutions
- Merchant Services
- IT Support
- Virtual Desktop Access

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0330 024 0180.

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website www.cap.org.uk

Terms and Conditions

When you subscribe to a service from THINK TELECOM LTD, we will send you our Standard Terms and Conditions. If you have any questions, please phone our Customer Service Team. We may also carry out a credit check as part of the application process.

We offer a range of contract lengths, from 12 months up to 60 month agreements. We aim to provide services within ten working days of your original request, 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.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so from the point of sale to the completion of the transfer period without charge. If you wish to terminate your contract after the completion of the transfer but within the minimum term we will charge you an administration fee as set out in our Pricing Schedule. The Pricing Schedule can be found on our website www.thinkitsimple.com. After the minimum term you can cancel any service giving us 10 days' notice. You can do this by calling our Customer Service Team on 0330 024 0180. Alternatively, you can put your request in writing to THINK TELECOM LTD, 2nd Floor, County House, 35 Earl Street, Maidstone, Kent, ME14 1PF.

Faults and Repairs

Please call our Fault Service Team on 0330 024 0180 if you experience a fault with any of our services. We will endeavour to fix the fault as rapidly as possible. Your fault response time will be dictated by the Care Level associated to your service. We place all business customers on care level 2 as standard.

Compensation and Refund Policy

Our policy is to review each case on individual merit, on a case by case basis.

Price Lists

Our pricing structure is available on our website at <http://www.thinkitsimple.com/products-services/terms-conditions/> or from our Customer Service Team. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you on a monthly direct debit basis. You can pay us via direct debit only. This is agreed at the start of your contract.

We provide paper bills for an additional £2.00 per month. If you have difficulty paying your bill, please contact our Customer Service Team and we will try to arrange a different method of payment. We will do all we can to help residential and small business customers to manage their bills and avoid disconnection.

Moving Home or Office

Please call our Customer Service Team no later than 21 days 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

THINK TELECOM 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.

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. 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: THINK TELECOM Ltd, 2nd Floor, County House, 35 Earl Street, Maidstone, Kent, ME14 1PF. 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, at the above address. If we cannot resolve the problem, we will write to you to say so.

If your complaint has been outstanding for more than 8 weeks from the date when your complaint was first lodged or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from the following ADR scheme:

Ombudsman Services, PO Box 730, Warrington, Cheshire, WA4 6WU

Tel: 0330 440 1614

Fax: 0330 440 1615

Email: enquiries@os-communications.org

Website: www.os-communications.org

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes 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.

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 Team to report the incident and for information on how to deal with it.

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:

Copies of this Code are available in larger print.

Data Protection

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

The Telephone Preference Service

If you don't 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 or by telephoning 0845 070 0707.

Useful Contacts

Ombudsman Services, PO Box 730, Warrington, Cheshire, WA4 6WU

Tel: 0330 440 1614

Fax: 0330 440 1615

Email: enquiries@os-communications.org

Website: www.os-communications.org

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA

Tel: 0845 456 3040

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk

Telephone Preference Service (TPS), DMA House, 70 Margaret Street, London W1W 8SS

Tel: 0845 070 0707

Website: www.tpsonline.org.uk