Yoozoom Telecom Limited
Code of Practice & Complaints Procedure

Including our Basic Code of Practice and our Code of Practice for Premium Rate Services and NTS calls

Part 1: YOOZOOM TELECOM LTD Basic Code of Practice on for Small Business Customers

Introduction to our company and services

YOOZOOM TELECOM LTD is an independent company that delivers communications services to domestic and business customers throughout the UK. 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

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at http://www.yoozoom.co.uk/complaints. Additional copies are available on request and free of charge to any small business customer. It is also available in alternative formats, (e.g. large print, Braille, etc. list as appropriate)

How to contact us

Please contact our Customer Service Team

By phone: 0113 887 8000
(From 9:00am until 6pm Monday-Friday).

Please call the appropriate number for your query below:

Small businesses 0113 887 8000
Medium and Large Businesses 0113 887 8000

By email: customercare@yoozoom.co.uk

By fax: 0113 887 8001

By letter: YOOZOOM TELECOM LTD, Unit 8, Gemini Business Park, Sheepscar Way, Leeds, LS7 3JB

Website: www.yoozoom.co.uk

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
VoIP & IP telephony services
Non-geographic numbers
Intelligent Call Routing
Internet
Directory enquiries
Mobile telephone and data services
Public/private/business two-way radio mobile radio services/ Common Base Station Services
Wide area/local paging 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 0113 887 8000

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 0113 887 8000 or see our website www.yoozoom.co.uk

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 YOOZOOM TELECOM 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 0113 887 8000. 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 three 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 without charge within ten working days after your order is placed. After (ten) working days we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months, please call our Customer service Helpdesk on 0113 887 8000 we will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0113 887 8000, giving us one monthsí notice.

Faults and repairs

Please call our Fault Service Team on 0113 887 8000 if you experience a fault with any of our services. We aim to have this investigated and repaired within 3 days.

Compensation and refund policy

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 10 working days. Any refunds that are due will be credited to the next months invoice. (or set out your own policy, if different).

Price lists

Our pricing structure is available from our Customer Service Team on 0113 887 8000 and via our website www.yoozoom.co.uk . We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly

You can choose to pay us via a range of options including credit card, cheque and 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/airtime at flat rate as part of our service to you on request and for a fee of £2.00 per month.

If you have difficulty paying your bill, please contact us on 0113 887 8000 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. Please refer to YOOZOOM TELECOM LTD's company Code of Practice for Billing and Disconnection.

If you are moving home or office

Please call our Customer Service Team on 0113 887 8000 no later than 28 working 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

YOOZOOM TELECOM LTD recognise 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 0113 887 8000.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 0113 887 8000.

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.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at www.yoozoom.co.uk/terms. Alternatively, copies are available free of charge and on request from our Customer Service Team on 0113 887 8000.

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 on 0113 887 8000 to report the incident and for information on how to deal with it.

We encourage parents to register the mobile phones of their children, and take responsibility for all customer care enquiries.

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, on computer disc (or in Braille) 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.

Part 2: Code of Practice for Premium Rate Service and Number Translation Service Calls

Purpose of this Code of Practice

This code informs you, our business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

Premium rate services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by “09” or “118”. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3 per minute, or £5 per call or per text (excl. vat). Our access charge for calling these services has been set to 7ppm.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to “09” numbers. Please call our Customer Service Team on 0113 887 8020 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from PhonepayPlus (PPP) which is the industry-funded regulatory body for Premium Rate Services. PPP operates a Code of Practice that sets out standards for the operation of PRS. You can use the PPP website at www.phonepayplus.org.uk to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PPP has legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PPP Code. For other ways to contact PhonepayPlus, see the “Useful addresses” section below.

Number translation services

Number translation services (NTS) are based on numbers that are normally pre-fixed “08”. For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as “follow me” type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 10.8p per minute or per call (excl. vat). Our access charge for calling these services is 7ppm. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Alex Deighton (tel: 0113 887 8030 or email customercare@yoooom.co.uk), who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman/CISAS.

Internet diallers

If you use the Internet, it is possible for software to be placed on your computer without you knowing – using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this – please contact our Customer Services Team for details. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via www.phonepayplus.org.uk to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, see the “Useful addresses” section below. We can also help by barring calls to 09 numbers.

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 addresses

Approved Alternative Dispute Resolution Providers

Cisas 24 Angel Gate, City Road, LondonEC1V 2PT, Tel: 0845 1308 170 or 0207 520 3827

e-mail: info@cisas.org.uk Website: www.cisas.org.uk

Ofcom – Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 email: contact@ofcom.org.uk Website: www.ofcom.org.uk

PhonepayPlus (formerly Icstis)- Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 or 020 7940 7474 Website: www.phonepayplus.org.uk email info@phonepayplus.org.uk

Telephone Preference Service – DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: www.tpsonline.org.uk

Federation of Communication Services (FCS) – Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 email: fcs@fcs.org.uk Website: www.fcs.org.uk

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Code of Practice on Complaint Handling and Dispute Resolution

YOOZOOM TELECOM LTD is an independent company that delivers communications services to business customers through the UK. 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.

We make every effort to ensure that our customers are happy with the level of service, and the products and services they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and are committed to resolving them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following
By phone: 0113 887 8000
By email: customercare@yoozoom.co.uk
By letter: Unit 8, Gemini Business Park, Sheepscar Way, Leeds LS7 3JB

If you telephone, 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.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, If you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached ‘deadlock’, then you may ask for help from:

The Communication and Internet Services Adjudication Scheme (CISAS): 24 Angel Gate, City Road, London EC1V 2PT Tel: 0845 1308 170 or 0207 520 3827 e-mail:info@cisas.org.uk Website: www.cisas.org.uk or

CISAS 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.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.