

Code of Practice on

**Complaint Handling and
Dispute Resolution**



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1.0 Introduction

The purpose of this Code of Practice is to ensure that we follow best practice when dealing with our customers. This document provides information on a range of topics such as products and services, terms and conditions, billing and faults. It also outlines how to contact Concise Technologies to obtain support or to notify us of any issues or complaints you may have.

Copies of this Code may be obtained from our web-site, or by contacting our Customer Service team on: 01606 336200.

2.0 Concise Technologies

Over the past 20 years Concise Technologies have built and enviable reputation for providing innovative, cost-effective network support and services. Our comprehensive experience and expertise means that we can design, install, support, maintain and protect IT networks for companies of every size and sector, across the UK.

During this time, we have also built up a wealth of experience in the design and implementation of cutting edge voice & data solutions that are cost effective, reliable and utilise the best technologies to add value to your business.

3.0 How to Contact Concise Technologies

Please contact our Customer Service Team by any of the following means:

Phone - 01606 336200
Email - services@concise.co.uk
Fax - 01606 336209
Post - No.2 Royal Court
Gadbrook Park
Northwich
Cheshire
CW9 7UT
Website - www.concise.co.uk

Our sales office is open from 9am to 5pm Monday to Friday.

4.0 Range of Services

Concise Technologies offers a range of IT and Telecoms solutions, including:

- IT Solutions
- Telecoms Solutions
- IT and Telecoms Support
- Security
- Training

Please visit our website or contact us for more information.

5.0 Terms and Conditions

Full terms and condition can be found on our website: www.conciseit.co.uk. Alternatively, please contact a member of our Customer Service Team on 01606 336200.

5.1 Cancellation of Service

In the unlikely event that you should wish to cancel the service we provide, you should write or email us at the address below telling us what you wish to cancel and when you wish it to be effective. There may be a charge for early termination of your contract and this will be explained to you. Early termination charges are also set down in your Terms and Conditions documentation or on your monthly telephone bill and on our web site.

If you decide to cancel your order or agreement before we have provided the service, Concise Technologies reserves the right to pass on any charges/costs incurred from the network operator.

Customers are able to cancel their service with us at any time in accordance with the terms and conditions of their contract by contacting Customer Service. A customer initially contracts with Concise Technologies for a minimum period of time, usually 12 months, after which time we normally require notification of any cessation of service. Please refer to your contract for the agreed notification period.

5.2 Repair and Maintenance

Please call our Customer Service Team on 01606 336200 if you experience a fault with any of our services. We aim to have this investigated and repaired within service level agreement and customer care levels.

5.3 Billing and Payment

Billing:

We invoice our customers monthly. Itemised bills are available upon request, as part of our service.

As part of the initial ordering procedure you may need to pay a deposit in advance. This is calculated as part of a standard process and is determined by the customer's credit status, past history with Concise Technologies (if any), and the type(s) of service requested. If a deposit is required it will be returned, by credit to your account upon customer request, after a satisfactory six month payment history.



We are pleased to deal with any queries you may have. Just call our Customer Service Team between 9am and 5pm Monday to Friday.

We expect customers to pay their bills on the due date for payment shown on your bill. A late payment charge may be incurred if payment has not been made in time. The late payment charge will be added to the customer's next bill. As a customer you are responsible for any charges incurred on your account.

Payment:

All customer payments are payable to Concise Technologies Ltd. You may pay your bill by using any of the options listed below.

By direct debit: It's easy to set up, just call Customer Services. It saves the hassle of writing out a cheque every month. The date when we collect the amount due will be clearly shown on the front of your bill.

If you chose not to pay by direct debit, Concise Technologies Ltd will charge you a separate payment handling fee for processing your payment.

By cheque: Just complete the payment slip and either take it to a bank or send your payment in the post.

BACS: Payment by BACS is also available. Simply call Customer Services on 01606 336201 for the all the account set-up details. Our company registration and VAT numbers can also be found on our website www.concise.co.uk.

5.4 Prices

Our pricing structure is available on request from our Sales Team on 01606 336200. We will inform you in advance if we change the pricing structure on your products and services.

5.5 Credit Policy

We expect our customers to:

- Pay their bills promptly.
- Inform us of any significant change in their circumstances – for example if you are going to be away for an extended period which may affect bill payment.
- Be straightforward with us when providing personal information.

We offer a range of methods for customers to pay their bill (see above – *Billing and Payment*), and have a number of ways of helping customers minimise the risk of large debts for their communication services.

Customers are required to pay their bills on the due date for payment shown on their bill. Where this doesn't happen then Concise Technologies may chase payment by calling the customer and/or sending reminders.

If there is no response to the initial contact made and/or full payment of the arrears is not made, then the customer's services may be restricted. The customer will be reminded that continued non-payment will lead to full disconnection of the service. We will follow this by debt recovery procedures which would include disclosure of relevant customer information to the appropriate credit vetting agencies leading to a possible bad credit history.

In addition to monthly bills being sent, some customers may be informed that they have had a credit limit applied to their account. If a credit limit is exceeded then Concise Technologies may restrict service without notice. If a telephone line is restricted for non payment, any attempted calls may be diverted to a message routing the call to Concise Technologies.

Concise Technologies reserves the right to disconnect any customer without notice if the company has reasonable grounds for suspecting that there is an unacceptable credit risk, for example through suspected illegal behaviour (e.g. fraud) or a breach of the contract with Concise Technologies. We will carry out a review of any such decision if the customer requests it.

Any customer must settle any outstanding debts they have with Concise Technologies, and may be subject to credit checking and payment of any appropriate published reconnection charges, before new service can be re-provided. In the unlikely event that Concise Technologies were to disconnect a customer incorrectly the customer would be reconnected free of charge.

The existence of this code will be brought to the attention of customers experiencing payment difficulties.

6.0 Number Translation Services (NTS & PRS):

6.1 Number Translation Services (NTS):

Number translation services are types of non-geographic numbers where the number dialled does not relate to a specific geographic location for example numbers such as 08 and 03 numbers. This allows subscribers using these numbers to change physical location without having to change their telephone number whilst at the same time being able to apply a wide range of network services like IVR/Auto Attendants and call queuing.

Concise are able to arrange the Number Porting of your existing NTS from your incumbent to ourselves.

Tariffs for accessing NTS numbers and Porting are shown in our tariff guides – available from Customer Service.

6.2 Premium Rate Services (PRS):

Premium rate services offer information and entertainment via phone, fax, PC (e-mail, Internet, bulletin board), mobile (SMS/WAP) or interactive satellite TV. They offer a wide variety of services including information, entertainment, competitions, TV voting, and TV games. UK-based premium rate services generally start '09' but also include 0871/2/3 and directory enquiry service numbers beginning 118. Charges will usually be shown on Concise phone bills as 'Premium', 'Premium Rate', 'Super Prem' or 'Super Premium Rate'.

The services are provided by a Service Provider (SP) who provides the actual service, via a Terminating Communications Provider (TCP) who manages the incoming telephone calls into the SP. These two organizations share the bulk of the money generated by customers calling the PRS numbers. The money is collected by the Originating Communications provider (OCP) via the customer's telephone bill. Usually the OCP (e.g.



Concise) has no commercial relationship with either the TCP or the SP, although occasionally the OCP and TCP could be the same company (e.g. BT). The OCP receives only a fraction of the money the customer pays for accessing the PRS service.

Tariffs for accessing PRS numbers are shown in our tariff guides – available on our web-site or from Customer Care.

6.3 PRS complaints

Complaints about the **content** of premium rate numbers should be directed to PhonepayPlus (see below). Complaints about **charges** to PRS numbers on your telephone bill should be addressed to Concise – see section above on Resolution of Complaints.

OTELO will become involved if appropriate. Because of the potential for consumer harm with PRS, Concise take a sympathetic view of PRS complaints, and where it is clear that a customer is the unknowing victim of illegal activity by an SP, sensible arrangements will be made with the customer, including refunds where appropriate.

6.4 Controlling PRS charges

Concise offer a call-barring facility if you wish to prevent access to PRS numbers. Please contact Customer Service for more information.

Information about PRS diallers, and steps you can take to protect your computer, is available on our web-site.

6.5 PhonepayPlus

PhonepayPlus is the UK industry-funded regulatory body for all premium rate charged telecommunications services, regulating services in their entirety - content, promotion and overall operation - through a Code of Practice, available on their web-site. Their prime role is to prevent consumer harm.

Among other things, they require SP's to provide consumers with clear and accurate pricing information, honest advertising and service content, appropriate and targeted promotions. PhonepayPlus will investigate complaints and they have the power to fine companies and bar access to services if the Code is breached.

If you have a complaint about the **content** of premium rate calls, please contact PhonepayPlus free on 0800 500212, or write to them at:

FREEPOST WC5468

London

SE1 2BR

or via their web-site (www.phonepayplus.org.uk).

The PhonepayPlus web-site also provides details on TCPs and SPs including contact numbers where known. If Virgin Media has relevant information concerning SPs customers are complaining about we will share this with customers where appropriate.

6.7 Ofcom guidelines

Ofcom have published guidelines on how OCPs should provide clarity on NTS charges (in both relevant advertising and customer documentation/information). Concise IT's intent is to follow these guidelines.

7.0 Resolution of Complaints

If you are unhappy with our service please contact us and let us know. It is through your feedback that we are able to review and improve the overall service we provide.

If you have a complaint our complaints procedure is outlined below. We are fully committed to addressing all complaints and in a reasonable time frame. We do try and resolve complaints by telephone. Should you wish to receive a response in writing then please ask.

7.1 What to do if you are dissatisfied

If you are unhappy we need to know about it as quickly as possible. To avoid delay please contact us by:

Contacting Customer Service call 01606 336200 and our Customer Service representatives will be able to assist you.

Writing to Customer Service. The address is shown below and on your bill. Your letter will be acknowledged within 2 working days of receipt.

Email using the on-line form found on our web-site. Messages received are responded to by a dedicated team. To avoid any delay, please do not send correspondence to individual representatives' email addresses. Your email will be acknowledged and dealt with promptly.

7.2 If you remain dissatisfied

If a complaint is not resolved to your satisfaction you can ask to escalate the issue to a manager. As it may be necessary for the manager to call you back, please provide a daytime contact number.

Alternatively, you can write to:

Concise Technologies Ltd
No.2 Royal Court
Gadbrook Park
Northwich
Cheshire
CW9 7UT

7.3 Independent Adjudication

PLEASE NOTE: This section applies to telecommunication services only.

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Otelo (Office of Telecommunications Ombudsman), an independent alternative dispute resolution scheme (ADR). Otelo will take evidence from both you and Concise Technologies, and will make an independent decision based purely on the merits of the case. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Contact details for Otelo are as follows:

Otelo



PO Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1614 or 01925 430 049

Email: enquiries@otelo.org.uk

Web: www.otelo.org.uk

Further help and advice can be obtained from your local Citizens Advice Bureau but please note this is not part of the formal complaint process.

8.0 Confidentiality of Customer Information

In accordance with the Data Protection Act 1998, we will treat any information we have about you and your business in confidence. We do not disclose any information to people outside the company, except yourself, or in accordance with any instructions you have given us.

9.0 Additional Information

9.1 How to obtain additional copies of this Code of Practice

You can obtain additional copies of this Code of Practice in the following ways:

Phone - 01606 336200
Email - services@concise.co.uk
Fax - 01606 336209
Post - No.2 Royal Court
Gadbrook Park
Northwich
Cheshire
CW9 7UT
Website - www.concise.co.uk

9.2 Useful contacts

PLEASE NOTE: This section applies to telecommunication services only.

Ofcom Contact Centre

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Telephone: 020 7981 3000 or 0300 123 3000

Fax: 020 7981 3333

Textphone: 020 7981 3043 or 0300 123 2024

Email: contact@ofcom.org.uk

www.ofcom.org.uk



Otelo (Office of Telecommunications Ombudsman)

Otelo
PO Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1614 or 01925 430 049
Email: enquiries@otelo.org.uk
www.otelo.org.uk

PhonepayPlus

FREEPOST WC5468
London
SE1 2BR

Telephone: 0800 500212
www.phonepayplus.org.uk