



Code of Practice Regarding Complaint Handling and Dispute Resolution for Small Business Customers

1. Introduction

4tel Communications Limited (4tel) offer voice, data and mobile services to businesses throughout the UK. Privately owned, 4tel was founded in 2002 by experienced operators in the telecoms market with the objective of offering total communications solutions.

2. Contact Details

How to Contact Us

General Contact Information

Phone: 0333 320 8020

Fax: 0333 320 8021

E-mail: enquiries@4telgroup.com

Website: www.4telgroup.com

Customer Care

For customer service enquiries, please call Customer Services on Freephone 0800 505 3210. We're here Monday to Friday 8am to 5.30pm, excluding Bank Holidays.

If you would prefer to write to us instead, please address your letter to:

Customer Services

4tel Communications Limited
Waterside Court
Falmouth Road
Penryn
TR10 8AW

3. Terms & Conditions, including prices and tariffs

Our Services

4tel provide a wide range of communications services falling into three broad categories:

- Voice Services
Examples of these services include direct and indirect phone services (Carrier Pre-Select and Wholesale Line Rental) and number translation services (0800, 03 Numbers etc.).
- Data Services
Broadband services (ADSL and Fibre (FTTC)).
- Mobile Services
Standard company mobile services, Mobile broadband etc.

We provide many more communications services than the examples listed above. For a full list of our services, please visit our website (www.4telgroup.com) or contact Customer Services (please see contact details above under Section 2).

Access

More information on how to apply for these services can be found on our website (www.4telgroup.com) or by contacting Customer Services (please see contact details above under Section 2).

Pricing Information

Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.

Call us on 0800 505 3210 or visit 4telgroup.com



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3. Terms & Conditions, including prices and tariffs Continued...

Our up-to-date standard price tariffs, including details of standard discounts and special and targeted tariff schemes are available from our website (www.4telgroup.com).

You can also obtain a copy of this information by contacting Customer Services (please see contact details above under Section 2).

Contract conditions:

Including any relevant minimum contract period and how service can be cancelled.

Cancellation of Service

You are usually able to terminate any of our services by giving one (1) day's notice. Please note, however, that some services are subject to a minimum contract period as specified in your contract, usually between 12 and 36 months calculated from the date when your service commenced.

4. Customer Service

Compensation or refund policy

We aim to fix the fault and restore full service within a standard response time of 8 working hours from when you notify us of a fault on our service. This is a target time which means that we do not offer any compensation if we fail to meet this target unless we have specifically agreed with you that such compensation shall be payable.

Complaint handling process

Describe in relation to public electronic communications services for domestic and small business customers.

At 4tel Communications ('4tel') we are committed to providing our customers with an excellent level of service. However we recognise that we sometimes get it wrong, and when we do, we want you to tell us so that we can put things right as quickly and smoothly as possible. With this in mind, we have developed a Complaints Procedure, which explains who you should contact and what to do if you have a complaint about 4tel telecommunications services. The Complaints Procedure is described here.

How to contact us

If you would like to make a complaint about our service, please call Customer Services on Freephone 0800 505 3210. We're here Monday to Friday 8am to 5.30pm, excluding Bank Holidays. If you would prefer to write to us instead, please address your letter to:

4tel Communications Limited
Waterside Court
Falmouth Road
Penryn
TR10 8AW

How we deal with your complaint

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
- Company Account Number
- Contact Name
- Contact Phone Number
- Postal Address
- Nature of the Complaint

Call us on 0800 505 3210 or visit 4telgroup.com



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4. Customer Service Continued...

You can give this information to us over the phone or in writing. When we have registered your complaint we will give it an identification number or 'Fault Reference' that you may refer to in any further contacts with us regarding your complaint. We will make every effort to resolve your complaint when you first contact us. However this is not always possible and we may have to investigate your complaint further. Whatever your complaint we will give you our initial response to it no longer than 5 working days from when you notified us.

Customer Complaints Procedure

If you are not happy about the way in which your complaint has been handled, you can call us on Freephone 0800 505 3210 and ask to speak to our Customer Services Manager. If after having contacted your Customer Services Manager you are still not satisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the Customer Services Director. We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

Taking Further Action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this. This letter is normally referred to as a "deadlock letter" and confirms that there is nothing more we can do with respect to your complaint. When you have received the deadlock letter from us, you may wish to refer the complaint to Ombudsman Services: Communications (formally Otelo). You will find the contact details for Ombudsman Services: Communications on the last page of this leaflet.

Alternative dispute resolution procedure

Details of alternative dispute resolution arrangements in relation to the provision of public electronic communications services to domestic and small business customers.

If we have not resolved your complaint to your satisfaction after three months or if you have received a letter from us saying that your complaint has reached 'deadlock', you may make a complaint through Ombudsman Services: Communications (formally Otelo), an independent alternative dispute resolution scheme. Ombudsman Services: Communications is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. Ombudsman Services: Communications is funded by member organizations. You will find the contact details for Ombudsman Services: Communications (formally Otelo) on the last page of this leaflet.

5. How to obtain this Code of Practice

This Code of Practice is published on our website at www.4telgroup.com. Additional copies are available on request and free of charge to any small business customer. It is also available in audio or large print formats. Please contact Customer Services on 0800 505 3210.

Call us on 0800 505 3210 or visit 4telgroup.com



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6. Contact details of Related Organisations

Useful addresses and phone numbers

Ofcom is the main regulator for the UK telecommunications industry.

Office of Communications (Ofcom)

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 0300 123 3333 or 020 7981 3040

Fax: 020 7981 3333

E-mail: contact@ofcom.org.uk

Website: www.ofcom.gov.uk

Ombudsman Services: Communications

(formally Otelo) resolves complaints from consumers about companies which provide communications services to the public. This includes phone and broadband companies.

If you have a problem which we have been unable to resolve within 8 weeks, or we have written to you stating that we are unable to resolve the issue you may ask Ombudsman Services: Communications to investigate.

How to contact Ombudsman Services:
Communications

Address:

PO Box 730,

Warrington,

WA4 6WU

www.ombudsman-services.org

Phone: 0330 440 1614 or 01925 430049

7. Additional information

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

Call us on 0800 505 3210 or visit 4telgroup.com