

Business Communications Code of Practice.

Document name:	Business Communications Code of Practice
Revision No:	V1.5
Approved By:	Kathy Mogford, Director of Network Service Operations
Review Date:	19 January 2024
Classification:	Confidential

1. Introduction.

Connect Managed Services, trading as "Connect" is a wholly owned subsidiary of the Connect Managed Services Holding Group that delivers communications services to 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.

2. Basic Code of Practice.

2.1 Purpose

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 www.weconnect.tech. Additional copies are available on request and free of charge to any customer.

2.2 How to Contact Us

Please contact our Customer Service Centre:

- By phone: +44 (0) 203 503 0415 From 8am until 6pm Monday-Sunday and Bank Holidays.
- By email: gnsupport@weconnect.tech
- By letter: Connect, 5th Floor, 90 Fenchurch Street, London, EC3M 4BY
- Website: www.weconnect.tech

2.3 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.

2.4 Our Services

For details on any of our products and services, or to place an order immediately, please contact our Sales Team on 020 7950 3200.

You may also purchase our services from authorised channel partners around the UK.

2.5 Price Lists

Our pricing structure is available from our Sales Team on 020 7950 3200. We will write to you in advance if we change the pricing structure on your products and services.

2.6 Terms and Conditions

When you subscribe to a service from Connect, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable.

- 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. Longer contracts may also be offered.
- We aim to provide services within the timescales specified in our Service Level Agreement, 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.

If you have any questions, please phone our Customer Service Centre on 020 7950 3330.

2.7 Cancellation

- If you decide to cancel your order or agreement before we have provided the services, you may do so by contacting your account manager; any charges will be discussed with you at that point.
- If you wish to terminate your contract within the minimum term, please call your account manager. We will charge you a fee as set out in your contract.
- After the minimum term you can cancel any service by calling your account manager and submitting the request in writing to them, giving us 90 days' notice or as otherwise agreed.

2.8 Faults and Repairs

Please call our Service Centre on +44 (0) 203 503 0415 if you experience a fault with any of our services. We aim to have this investigated and repaired within the contracted Service Level Agreement. This timeframe will vary dependent on severity of fault and type of service, which may mean we will seek to improve on this timeframe.

2.9 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 five working days. Please note claims need to be submitted in writing within twenty Business Days of the incident. Any refunds that are due will be credited to the next month's invoice.

2.10 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 Customer Complaints Handling Procedure explains how customers can complain. The procedure also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. A copy of our Complaints Procedure is available on request.

2.11 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 Centre on +44 (0) 203 503 0415 to report the incident and for information on how to deal with it.

2.12 The Telephone Preference Service

If you do not 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.

2.13 Accessibility & Additional Help

We are committed to supporting customers who are unable to access our services through the usual routes or require additional assistance. Copies of this Code are available in larger print and other formats on request.

3. Code of Practice for Number Translation Service Calls.

3.1 Purpose

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

3.2 Number translation services

Number translation services (NTS) are based on numbers that are normally pre-fixed "08":

- 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.

Connect invoices a single price for the cost of the call.

3.3 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 NTS numbers without your knowledge.

Software is available to detect this activity and we can help you to access this; please contact our Sales 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.

3.4 Complaints

If you are unhappy with the help you have received from us on a problem with NTS, please contact your Account manager on 020 7950 3200. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman/CISAS.

3.5 Useful addresses

- Ombudsman Services: Communications, PO Box 730, Warrington WA4 6WU Tel: 0330 440 1614 Textphone: 0330 440 1600 Website: www.ombudsman-services.org
- 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

4. Information Classification.

This policy is classified as Public.

5. Review.

This Policy shall be reviewed on an annual basis, unless changes to business operations, relevant legislation or codes of practice necessitate an earlier amendment.

6. Version Control.

Date	Version	Changes	Reviewer Name & Job Title	Approver Name & Job Title
20/01/2021	V1.0	Initial Version	Fiona Thompson, Compliance Manager	Kathy Mogford, Network Services Manager
17/06/2021	V1.1	New Branding Applied	Fiona Thompson, Compliance Manager	Kathy Mogford, Network Services Manager
20/1/2022	V1.2	New Branding Applied (Change Font and Font Number)	Dimitris Damianou, Compliance Assistant	Kathy Mogford, Network Services Manager
20/1/2022	V1.3	Changed address	Dimitris Damianou, Compliance Assistant	Kathy Mogford, Network Services Manager
20/1/2023	V1.4	Annual Review – no changes	Dimitris Damianou, Paralegal	Anne Rollings, Billing Manager

				Kathy Mogford, Network Services Manager
19/1/2024	V1.5	Annual review – changes made to branding	Nobuhle Bizabani, Compliance Assistant	Kathy Mogford, Network Services Manager