

# Kalnet4u Ltd

## Consumer Code of Practice on Complaint Handling and Dispute Resolution

### **Introduction to our company and services**

Kalnet4u Ltd is an independent company that delivers communications services to business customers. 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, and customer-care policies. Our code has been approved by Ofcom, the independent regulator for the UK communications industries.

### **How to contact us**

Please contact our Customer Service Team.

**By phone:** 0800 019 0870 from 9am until 5pm Monday-Thursday & 9am until 4pm Friday.

**By e-mail:** customerservices@tamartelecommunications.co.uk

**By fax:** 0870 005 3312

**By letter:** Kalnet4u Ltd, City Business Park, Somerset Place, Plymouth, PL3 4BB.

Or via our website [www.TamarTelecommunications.co.uk](http://www.TamarTelecommunications.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**

- Non-Geographic Telephone Numbers
- Geographic Remote Call Forwarding Numbers

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0800 019 0870.

### **Marketing**

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are stated on the website [www.cap.org.uk](http://www.cap.org.uk)

### **Terms and conditions**

When you subscribe to a service from Kalnet4u 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 0800 019 0870. 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 1-2 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. Orders for advanced routing features have a lead time of 7 working days. Bespoke IVR application setup timescales will be advised at time of order.

### **Cancellation**

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 7 days after your order is placed. After 7 days we will charge you an administration fee of £25.00. If you wish to terminate your contract within the minimum term of 12 months, we will also charge you the remaining rental of the 12 month contract. After the minimum term you can cancel any service by writing to our Customer Service department at Kalnet4u Ltd, Tamar Science Park, Davy Road, Derriford, Plymouth, PL6 8BX, giving us 1 months' notice.

### **Faults and repairs**

Please call our Customer Service Team on 0800 019 0870 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 working days.

### **Compensation and refund policy**

Our policy with regard to compensation is to review each case on its merits. As for refunds, if a customer has overpaid within the terms of our contract then this will be refunded.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 0800 019 0870 and on our website. We will write to you 30 days in advance if we change the pricing structure on your products and services.

### **Billing**

We will bill you monthly on or shortly after the 10<sup>th</sup> of the month for the previous month's call charges and the present month's rental.

Our payment terms are by direct debit and this is a fundamental term of your contract with us. Alternative payment methods are available subject to an administration charge of £2.50 per transaction. We provide itemised bills as part of our service to you. If you have difficulty paying your bill, please contact us on 0800 019 0870 at the earliest opportunity. We will do all we can to help our small business customers to manage their bills and avoid disconnection.

### **If you are moving home or office**

Please call our Customer Service Team on 0800 019 0870 no later than 14 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**

Kalnet4u 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 where possible. 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 0800 019 0870.

### **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 on 0800 019 0870. 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 (see "How to contact us" above).

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, and ultimately to the Customer Services Manager. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 12 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from Otelo – Office of the Telecommunications Ombudsman.

Otelo is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services have been set up to sort out disagreements 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.

### **Statement of social responsibility**

We take very seriously the problem of nuisance calls and malicious communications. 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 0800 019 0870 to report the incident and for information on how to deal with this situation.

### **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:

- Additional help and support if you have difficulty paying your bill.
- Copies of bills in large print or emailed PDF images that can be enlarged on screen for customers who have difficulty reading their bill.

Copies of this Code are available in larger print on request.

### **Data protection**

We comply fully with our obligations under the Data Protection Act 1998, our registration number is Z7785470.

### **Useful addresses:**

**Otelo** – PO Box 730, Warrington, Cheshire, WA4 6WU. Tel: 01925 430870 or 0845 050 1614  
e-mail: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk) Website: [www.otelo.org.uk](http://www.otelo.org.uk)

**Ofcom** - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0845 456 3040 or 020 7981 3000 e-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

**ICSTIS Ltd**, Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500212 or 020 7940 7474  
Website: [www.icstis.org.uk](http://www.icstis.org.uk)

**Federation of Communication Services (FCS)**, Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 e-mail: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uuk](http://www.fcs.org.uuk)

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