

# KALNET4U LTD T/AS TAMAR TELECOM CODE OF PRACTICE

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

### **Part 1 - KALNET4U LTD t/as Tamar Telecom Basic Code of Practice for Small Business Customers**

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

Kalnet4u Ltd T/AS Tamar Telecom 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, 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.TamarTelecommunications.co.uk](http://www.TamarTelecommunications.co.uk) Additional copies are available on request and free of charge to any small business customer. It is also available in large print format if required.

#### **How to contact us**

Please contact our Customer Service Team:

By phone: 0800 772 0000

(From 8am until 6pm Monday-Friday and from 9am until 5.30pm Saturdays excluding bank holidays).

**By email:** [cs@tamartelecommunications.co.uk](mailto:cs@tamartelecommunications.co.uk)

**By fax:** 0800 772 0001

**By letter:** Tamar Telecom, 19 Research Way, Derriford, Plymouth, PL6 8BT

**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 numbers
- Geographic numbers
- Intelligent Call Routing

For more details on any of our products and services, please contact our Customer Service Team on 0800 772 0000.

#### **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](http://www.cap.org.uk)

#### **Terms and conditions**

When you subscribe to a service from Tamar Telecom, we will send you our Standard Terms and Conditions. These are also available online for you to read through and print off, before placing an order with Tamar Telecom. If you have any questions, please phone our Customer Service Team on 0800 772 0000. We may carry out a credit check as part of our assessment procedures.

There is no minimum contract term for our services. If you wish to cancel, we require just one month's notice. We aim to provide services within 1-2 working days of your original request, subject to the availability and installation of any equipment. New number orders are usually provisioned within one working hour.

### **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, please call our Customer service Helpdesk on 0800 772 0000 we will charge you a fee as set out in your contract. After the services have been provided, you can cancel any service by calling our Customer Service Helpdesk on 0800 772 0000, giving us one months' notice.

### **Faults and repairs**

Please call our Customer Services Team on 0800 772 0000 if you experience a fault with any of our services/network. We aim to have this investigated and repaired within 2 working 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 5 working days. Any refunds that are due will be credited to the next month's invoice.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 0800 772 0000 and via our website [www.TamarTelecommunications.co.uk](http://www.TamarTelecommunications.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 on the 10<sup>th</sup> of the month for the previous calendar months call charges and for 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 plus VAT per transaction. If you wish to change your method of payment at any time, please call our Customer Service Team on 0800 772 0000.

We provide itemised bills as part of our service to you.

If you have difficulty paying your bill, please contact us on 0800 772 0000 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.

### **If you are moving office**

Please call our Customer Service Team on 0800 772 0000 We will amend your account and billing requirements as necessary, subject to satisfactory security checks. To change where your calls are diverted to, either call customer services on 0800 772 0000 or visit [www.phonedivert.co.uk](http://www.phonedivert.co.uk) (where applicable).

### **Number porting**

Tamar Telecom 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, where possible, 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 0800 772 0000.

### **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.tamartelecommunications.co.uk](http://www.tamartelecommunications.co.uk). Alternatively, copies are available free of charge and on request from our Customer Service Team on 0800 772 0000.

### ***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:

- Copies of bills in large print and by emailed pdf which can be enlarged on screen for customers who have difficulty reading their bill.

**Copies of this Code are available in larger print and by emailed pdf on request.**

### ***Data protection***

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

## **Useful addresses**

**Cisas** – 24 Angel Gate, City Road, London EC1V 2PT, Tel: 0845 1308 170 or 0207 520 3827  
e-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk) Website: [www.cisas.org.uk](http://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](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://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](http://www.phonepayplus.org.uk) email [info@phonepayplus.org.uk](mailto:info@phonepayplus.org.uk)

**Telephone Preference Service** - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: [www.tpsonline.org.uk](http://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](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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