



CODE OF PRACTICE

Complaint Handling, Dispute Resolution, Premium
Rate Services, NTS Calls

Service Communications

This document sets out the manner in which you the customer can contact Sempervox and our responsibilities to you.

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Consumer Code of Practice for Complaint Handling and Dispute Resolution and our Code of Practice for Premium Rate Services and NTS calls

1. Part 1 – Sempervox Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

2. Introduction to our company and services

Sempervox is an independent company that delivers communications and IT services to domestic and 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.

3. Purpose of this Code of Practice

The 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 for the purpose of section 52 of the Communications Act 2003. This code is published on our website www.sempervox.net. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in larger print.

4. How to contact us

Contact the Sempervox team from: 9am until 5.30pm Monday-Friday.

Contact	Contact Detail
Main Office Number	01162520500
Technical Support Number	01162520500 Option 2
Technical Support Email	support@sempervox.net
Sales Email	sales@sempervox.net
Complaint Email	complaint@sempervox.net
Abuse of Service Email	serviceabuse@sempervox.net
Address	Consort House, 15 De Montfort Place, Leicester, LE1 7GZ
WWW	www.sempervox.net

Out of Hours Service, including weekends and Bank Holidays:
01162520500 'Out of Hours' option.

5. **Response Targets**

We will endeavour to respond to any communication that is sent to us, in a prompt and efficient manner.

The following are communication response time targets.

Communication Type	Target Response Time	Maximum Permitted Time
Support Request	4 Hours	48 Hours
Service Request	24 Hours	72 Hours
Fault Report	4 Hours	8 Hours
Complaint Report	24 Hours	72 Hours
Abuse Report	6 Hours	48 Hours

N.B. – The above are business working hours defined as 9am – 5:30 pm Mon-Fri.

6. **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.

7. **Our products and services**

- Landline telephones
- Landline calls
- CPS-Carrier Pre-Selection
- WLR-Wholesale Line Rental
- ISDN-digital telephone lines
- Broadband access
- Internet
- Mobile telephone and data services
- Equipment and maintenance service
- Secure networking
- Home worker communications
- Non Geographic numbers [NGNs]
- Phone systems
- Hosted Services
- Domain Registration

For more details on any of our products and services, or to place an order immediately, please contact the Sempervox team on 01162520500.

8. **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

9. Terms and conditions

When you subscribe to a service from **Sempervox**, we will send you our Standard Terms and Conditions or you may see them on our website at <http://www.sempervox.net>. We may also ask you to sign an agreement, if applicable. If you have any questions, please phone the Sempervox team on 01162520500. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is 12 months. We aim to provide services within ten working days of receiving all information necessary to complete your original request, subject to the availability and installation of any equipment, any regulatory procedures and, where appropriate lines to your premises. If we need to carry out a survey of your premises or lay additional cabling we will advise you of the revised timescales as soon as we can.

10. Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 7 working days after your order is placed. After 7 working days we will charge you an administration fee as set out in your contract. Should you wish to terminate your contract within the minimum term of 12 months we will charge you as per the terms set out in your contract. After the minimum term you can cancel any service by calling the Sempervox team on 01162520500 giving us 3 months' notice. To avoid future confusion you may be asked to confirm your cessation in writing

11. Faults and repairs

Please call the Sempervox team on 01162520500 or out of hours on 01162520500 out of hour's option if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 days or sooner, depending on the service terms of our suppliers.

Where there is no agreed quality of service [such as ADSL] we will use reasonable endeavours to have any fault repaired as soon as practicable.

12. Compensation and refund policy

Our policy is to access each claim on a claim by claim basis we aim to investigate any claims and respond within three working days.

13. Price lists

Our pricing structure is available from your Account Manager on 01162520500 option 2 and on our website www.sempervox.net. Because all our customers are different we offer bespoke pricing so your tariffs will only be made available to your authorised agent. We will write to you in advance if we change the pricing structure on your products and services.

14. Billing

We will bill you monthly, in advance except for usage charges which will be after you have used the service

Our standard payment method is by Direct Debit but you may request to pay us via a range of options including cash cheque and direct bank transfer. These are to be agreed at the start of your contract. If you wish to change your method of payment at any time, please call the Sempervox team on 01162520500.

We provide itemised bills at a flat rate as part of our service to you by email, upon request. For a fee of £5 per month plus postage costs we will send you a paper copy.

If you have difficulty paying your bill, please contact the Sempervox team on 01162520500 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

15. ***If you are moving home or office***

Please call the Sempervox team on 01162520500 or email us on accounts@sempervox.net no later than 28 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.

16. ***Number porting***

Sempervox 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 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 the Sempervox team on 01162520500.

17. ***Directory Entries***

You are entitled to a Directory Enquiry listing (including and entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included please contact the Sempervox team on 01162520500.

18. ***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

There are a few options available to you, please choose the one that you feel fits your needs the best.

1. Please telephone our offices in Leicester on 0116 252 0500. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. If this is impossible, we will agree a course of action with you.
2. Please email your complaint to: complaint@sempervox.net. These emails will be received by our complaints officers who will respond directly.
3. You may also send your complaint in writing to us at:

Sempervox, Consort House, 15 De Montfort Place, Leicester, LE1 7GZ

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask you security questions to confirm that we are speaking to the right person.

Taking your complaint further

If your complaint is not resolved to your satisfaction after this procedure, you can take it further within our company, and ultimately by writing to our Head of Compliance at the above address.

19. ***Reporting Abuse of Service***

Should you suspect any type of abuse of any of the services that we provide to you, we request and require that this is reported to us via the following email: abuse@sempervox.net.

This should be done immediately to allow any required actions by ourselves to be undertaken as is required by the abuse report.

Example of abuse: fraudulent telephony calls, domain abuse, IP abuse etc.

20. 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 Sempervox team on 01162520500 to report the incident, and for information on how to deal with this situation.

We are aware that telephones can provide access to premium services, including adult content through independent companies' text services. The Sempervox team can restrict the access to premium rate services. Please call them on 01162520500 for advice on this service.

21. 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:

- Priority access to the Sempervox team on 01162520500
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- A free Directory Enquiries service for people who are unable to use the printed phone book

Copies of this Code are available in larger print and other formats on request

22. Data protection

We comply fully with our obligations under the Data Protection Act 1998.

23. Part 2 – Signum Corporate Communications Ltd Code of Practice for Premium Rate Services and NTS Calls

24. Purpose of this Code of Practice

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

25. Premium rate services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by “09”. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are added to your telephone bill. Calling a PRS number generally costs between 10 pence and £1.50 per minute, per call or per text (incl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Account Management team and via our website www.sempervox.net.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to “09” numbers. Please call the Sempervox team on 01162520500 for advice on this. We can give you a fact sheet on PRS.

You can also ask for help from PhonepayPlus, which is the industry-funded regulatory body for Premium Rate Services. PhonepayPlus operates a code of practice that sets out standards for the operation of PRS. You can use the PhonepayPlus website at www.phonepayplus.org.uk to check PRS numbers direct or to download a complaint form. PhonepayPlus has legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also impose penalties on content service providers. For other ways to contact PhonepayPlus, see the “Useful addresses” section below.

26. Number translation services

Number translation services (NTS) are based on numbers that are normally pre-fixed “08”. For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). 0844 and 0845 numbers are used for dial-up pay-as-you-go Internet access and customer service helplines. 0870 and 0871 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.

Charges for calling services on NTS numbers are added to your telephone bill and prices range from free up to 10p per minute or per call (incl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from the Sempervox team on 01162520500 and via our website: www.sempervox.net. We can also give you a fact sheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Mike Kapur 01162520500 email: mikek@sempervox.com who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in this code

including, ultimately, referring your complaint to Otelo PO Box 730, Warrington, Cheshire WA4 6WU Tel:01925 430870 email: enquiries@otelo.org.uk Web site: www.otelo.org.uk

27. *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 PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact the Sempervox team on 01162520500 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.

28. *The Telephone Preference Service*

If you don't 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.tpsoline.org.uk or by telephoning 0845 070 0707.

Useful addresses

Otelo PO Box 730, Warrington, Cheshire, WA4 6WU, Tel: 01925 430870 www.otelo.org.uk email: enquiries@otelo.org.uk

PhonepayPlus, Clove Building, 4 Maguire Street, London, SE1 2NQ Tel: 020 7940 7474
www.phonepayplus.org.uk

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040/ 0845 456 3000 www.ofcom.org.uk email: contact@ofcom.org.uk

Federation of Communication Services (FCS), Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 www.fcs.org.uk email: fcs@fcs.org.uk

Telephone Preference Service, DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 website: www.tpsonline.org.uk

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