

## **Consumer Code Of Practice On Complaint Handling And Dispute Resolution**

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

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Crowthorne Associates Ltd is an independent company that delivers communications services to business customers within UK and Europe. 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***

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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***

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Please contact our Customer Service Team:

<b>Telephone</b>	0870 300 7000 (9.00am - 5.00pm Monday-Friday)
<b>Email</b>	<a href="mailto:helpdesk@crowthorne.com">helpdesk@crowthorne.com</a>
<b>Fax</b>	0870 300 7002
<b>Letter</b>	Crowthorne Associates Ltd, 8 Tavern Quay, Rope Street, Surrey Quays, London, SE16 7TX
<b>Web</b>	<a href="http://www.crowthorne.com">www.crowthorne.com</a>

### ***Our commitment to you***

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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***

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- Landline telephones
- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – Digital telephone lines
- Broadband access
- Mobile telephone and data services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0870 300 7000.

### ***Marketing***

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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***

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When you subscribe to a service from Crowthorne Associates Ltd, we will send you our Terms and Conditions, and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0870 300 7000. We may carry out a credit check as part of our assessment procedures.

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Where applicable, the minimum contract term for our services is 90 days. We aim to provide services within seven working days of your original request, subject to the type of service, 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.

### ***Cancellation***

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If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within seven days after your order is placed. After seven days we will charge you for costs incurred to date.

After we have provided the services, you are usually able to terminate any of our services by giving seven (7) days notice. Please note, however, that our services are subject to a minimum contract period as specified in your contract.

### ***Faults and repairs***

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Please call our Customer Service Team on 0870 300 7000 if you experience a fault with any of our services. We aim to have this investigated and repaired within 8 working hours. 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.

We also offer additional service level agreements which are agreed separately with our customers. These service level agreements are tailor-made to correspond to individual customers' needs. You can obtain additional information by contacting our Customer Service Team on 0870 300 7000.

### ***Compensation and refund policy***

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Our policy is to ensure that you are charged according to the prices detailed in your contract for all the products and services that we provide you. In the rare circumstance where we have over-charged you, we will credit the difference to your account.

### ***Price lists***

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Our pricing structure is available from our Customer Service Team on 0870 300 7000. We will write to you in advance if we change the pricing structure on your products and services.

### ***Billing***

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We will bill you at the end of each month, unless we agree to a different billing period.

You can pay your bill by direct debit. If you wish to change your basis of payment at any time, please call our Customer Service Team.

We provide itemised bills as an electronic file, at no charge, as part of our service to you.

If you have difficulty paying your bill, please contact us on 0870 300 7000 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.

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

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Please call our Customer Service Team on 0870 300 7000 no later than 21 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***

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Crowthorne Associates 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, and your old provider has a porting agreement with our proposed 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 our Customer Service Team on 0870 300 7000.

### ***Complaints***

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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 0870 300 7000. 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 Managing Director. 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 CISAS.

CISAS 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***

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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 0870 300 7000 to report the incident and for information on how to deal with this situation.

We are aware that telephones can provide access to premium rate services, including adult content, through independent companies' services. Our Customer Service Team can restrict the access to premium rate services. Please call them on 0870 300 7000 for advice on this service.

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### ***Services for people with special needs***

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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 Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print or on computer disc for customers who have difficulty reading their bill

Copies of this Code are available in larger print.

### ***Data protection***

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

### ***Useful addresses***

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**CISAS** – International Arbitration Centre, 12 Bloomsbury Square, London, WC1A 2LP. Tel: 020 7421 7432  
e-mail: [kkorubo@arbitrators.org](mailto:kkorubo@arbitrators.org) Website: [www.cisas.org.uk](http://www.cisas.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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