

# **Code of practice**

## **for Domestic and Small Business Customers**

(telecommunications)

### Contents

<b>1</b>	<b>Code of Practice for Domestic and Small Business Customers .....</b>	<b>1</b>
1.1	Introduction to our company and services. ....	2
1.2	Purpose of this Code of Practice .....	2
1.3	How to contact us:.....	2
1.4	Our commitment to you .....	2
1.5	Our products and services.....	3
1.6	Marketing .....	3
1.7	Terms and conditions .....	3
1.8	Cancellation.....	3
1.9	Faults and repairs.....	4
1.10	Compensation and refund policy.....	4
1.11	Price lists.....	4
1.12	Billing .....	4
1.13	If you are moving home or office .....	4
1.14	Number porting .....	4
1.15	Directory Entries .....	5
1.16	Complaints .....	5
1.17	Nuisance calls .....	5
1.18	Services for people with special needs .....	5
1.19	Data protection .....	5
<b>2</b>	<b>Code of Practice for Premium Rate Services and NTS Calls .....</b>	<b>5</b>
2.1	Purpose of this Code of Practice .....	5
2.2	Premium rate services.....	6
2.3	Number translation services.....	6
2.4	The Telephone Preference Service .....	6

## 1 Code of Practice for Domestic and Small Business Customers

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

## 1.1 Introduction to our company and services.

Systems Integration UK Ltd is an independent company that delivers communications 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.

## 1.2 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.siweb.co.uk](http://www.siweb.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats such as large print and braille upon request.

## 1.3 How to contact us:

Please contact our Helpdesk Team by phone: from 8.30am until 5.30pm Monday-Friday  
Excluding Bank Holidays

**Helpdesk:** 0844 375 7000

Email: [support@simail.co.uk](mailto:support@simail.co.uk)

Fax: 0333 321 0974

Post:

Systems Integration (UK) Ltd,  
Ragsdale House  
Burton Road  
Woodville  
Derbyshire  
DE11 7JG

Website: [www.sisupport.co.uk](http://www.sisupport.co.uk)

## 1.4 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.

## 1.5 Our products and services

- Broadband access
- Hosting
- Ethernet
- FTTC
- EFM
- Internet
- Video Conferencing
- VoIP & IP telephony services
  - Directory enquiries
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Landline calls
- CPS – Carrier Pre-Selection
- Non-geographic numbers
- Intelligent Call Routing

For more details on any of our products and services, or to place an order immediately, please contact our sales and provisioning team on 0800 980 0080

## 1.6 Marketing

All of our marketing activity adheres to the principles set out in the UK Code of Non-broadcast Advertising, Sales Promotion and Direct Marketing (CAP code), which is monitored and enforced by the Advertising Standards Authority (ASA). Additionally all of our electronic marketing messages comply with the principles as set out in the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003, which are upheld by The Information Commissioner's Office.

## 1.7 Terms and conditions

When you subscribe to a service from Systems Integration UK 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 contact our sales and provisioning team on 0800 980 0080

We may carry out a credit check as part of our assessment procedures:  
([www.siweb.co.uk/legals](http://www.siweb.co.uk/legals)).

Where applicable, the minimum contract term for our services is 12 months. We aim to provide services within ten 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.

## 1.8 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 within the minimum term of 12 months, please call our Cease Team on 0844 375 7000 and we will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Cease Team on 0844 375 7000.

## 1.9 Faults and repairs

Please call our Helpdesk on 0844 375 7000 if you experience a fault with any of our services. We aim to have this investigated and repaired within the contractually agreed SLA.

## 1.10 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 20 working days.

Any refunds that are due will be credited to the next month's invoice or on an individual credit note as agreed by customer.

## 1.11 Price lists

Our pricing structure is available from our sales and provisioning team on 0800 980 0080.

We will write to you in advance if we change the pricing structure on your products and services.

## 1.12 Billing

We will bill you monthly, quarterly or annually as agreed at the point of order.

You can choose to pay us via a range of options including BACs, cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Credit Control Team on 0333 321 0976 or email: [accounts@simail.co.uk](mailto:accounts@simail.co.uk)

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

If you have difficulty paying your bill, please contact us on 0333 321 0976 and we will try to arrange a different method of payment.

We will do all that we can to help our residential and small business customers to manage their bills and avoid disconnection.

## 1.13 If you are moving home or office

Please call our Helpdesk on 0844 375 7000 no later than 15 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.

## 1.14 Number porting

We 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 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 Helpdesk on 0844 375 7000.

### 1.15 Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, Please call our Helpdesk on 0844 375 7000.

### 1.16 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.siweb.co.uk](http://www.siweb.co.uk). Alternatively, copies are available free of charge and on request from our Helpdesk (0844 375 7000).

### 1.17 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 our Helpdesk on 0844 375 7000 to report the incident and for information on how to deal with it.

We encourage parents to register the mobile phones of their children, and take responsibility for all customer care enquiries.

### 1.18 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 Customer Service Team
- 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 bills in large print, on computer disc (or in Braille) for customers who have difficulty reading their bill
- Copies of this Code are available in larger print and other formats on request

### 1.19 Data protection

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

## 2 Code of Practice for Premium Rate Services and NTS Calls

### 2.1 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.

## 2.2 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”. 0871 is now also designated as a Premium rate number and subject to PRS regulation. Typical services include TV voting lines, 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 8.51 pence and £3 per minute, or £5 per call or per text (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our access charges for calling these services are shown in our price list, which is available on request from our Customer Services Team.

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 our Helpdesk on 0844 375 7000 for advice on this. We can give you a factsheet 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](http://www.phonepayplus.org.uk) to check PRS numbers direct or to submit a complaint. 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.

## 2.3 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 normally used for customer service helplines. 0870 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 standard prices range from free up to 4.2p per minute or per call (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate but communications providers must publish prices for calls to 0870 numbers where these are higher than for calls to geographic numbers. Our access charges for calling these services are shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact [support@simail.co.uk](mailto:support@simail.co.uk), 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 our complaints code including, ultimately, referring your complaint to The Communications Ombudsman/CISAS.

## 2.4 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.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.