

Code of Practice

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

Part 1 - VTSL Ltd Basic Code of Practice on for Small Business Customers

Introduction to Our Company and Services

VTSL LTD is an independent company that delivers communications services to business customers. We take responsibility for all the services delivered to you and will liaise with our suppliers as needed 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.vtsl.net. Additional copies are available on request and free of charge to any of our customers.

How to Contact Us

By phone: 0333 405 0000 Choose Option 1 for Sales, Option 2 for Billing, Option 3 for Orders, Option 4 for Faults, Option 5 for General Enquires from 8.30am until 5.30pm Monday-Friday. Please note outside of these hours the call will go through to the on-call engineer.

By email: support@vtsl.net

By fax: 02070783201

By letter: VTSL Ltd, 5 Nickols Walk, London, SW18 1BZ

Website: www.vtsl.net

Commitment to You

VTSL is 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

- Landline telephones
- Landline calls
- WLR – Wholesale Line Rental
- Broadband access
- VoIP & IP telephony services
- Intelligent Call Routing
- Internet
- Directory enquiries
- Equipment and maintenance service

For more details on any of our products and services or to place an order immediately, please contact our Sales Team on 0333 405 0000. You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Sales Team on 0333 405 0000 or see our website www.vtsl.net

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on their website. www.cap.org.uk

Terms and Conditions

When you subscribe to a service from VTSL LTD, the order form you sign is subject to the VTSL Standard Terms and Conditions which are available at www.vtsl.net. By signing the order form you acknowledge that you have read, understood and agree to be bound by the said terms and conditions. If you have any questions please phone our Sales Team on 0333 405 0000. We may carry out a credit check as part of our assessment procedures. Depending on the type of service taken a minimum contract term for may apply. The minimum contract term for the particular service will be confirmed when we provide a quote. The services we provide each carry a different lead times, which will be confirmed at the point of sale. Lead times are subject to service and hardware availability.

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 the remainder of service charges as per the order form and contract. If you wish to terminate services with VTSL, please contact your account manager on 0333 405 0000.

Faults and Repairs

Please call our Support Team on 0333 405 0000 if you experience a fault with any of our services. Please refer to the Terms and Conditions for lead times on fault resolution.

Compensation and Refund Policy

Please refer to your Terms and Conditions for the policy on compensation

Price Lists

Our pricing structure is available from our Sales Team on 0333 405 0000. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly in advance for service charges and one month in arrears for calls. Per your contract, the default payment method is direct debit. If you wish to discuss an alternative method of payment at any time please call our Accounts team on 0333 405 0000. We provide itemised bills as part of our service to you as standard. If you have difficulty paying your bill, please contact us on 0333 405 0000 and we will try to arrange a different method of payment. VTSL 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 Sales Team on 0333 405 0000 no later than 25 working days before your move date. We will amend your account and billing requirements as needed.

Number Porting

VTSL LTD 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, where possible we will arrange for that to happen 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 Operations Team on 0333 405 0000.

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 contact our Operations Team on 0333 405 0000.

Complaints

We make every effort to ensure that our customers are happy with the level of service and products they receive from us. Despite our best efforts however 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.vtsl.net. Alternatively, copies are available free of charge and on request from our Operations Team on 0333 405 0000.

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 the Operations Team on 0333 405 0000 to report the incident and for information on how to deal with it.

Data protection

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

Part 2 - VTSL Ltd Code of Practice for Premium Rate Services and NTS Calls

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.

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 vote 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 £1.2766 per minute, 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 charges for calling these services are shown in our call tariff which is available on request from our Sales 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 premium rate numbers. Please call our Operations Team on 0333 405 0000 for advice on this.

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 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 charges for calling these services are shown in our call tariff, which is available on request from our Sales Team.

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. We can help by barring calls to 09 numbers. In addition if you suspect any fraudulent activity relating to this please contact our Support Team on 0333 405 0000.

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 or by telephoning 0845 070 0707.