

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 Part of the 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: 0207 078 3200 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 0207 078 3200. You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Sales Team on 0207 078 3200 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 Customer Success Manager on 0207 078 3200.

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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 0207 078 3200. 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 0207 078 3200. We provide itemised bills as part of our service to you as standard. If you have difficulty paying your bill, please contact us on 0207 078 3200 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.

Services for People with Special Needs

We are committed to helping all our customers communicate easily. Please contact VTSL if you require copies of bills, contracts or policy documents in a different format.

If You Are Moving Office

Please call our Sales Team on 0207 078 3200 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 0207 078 3200.

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 0207 078 3200.

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 0207 078 3200.

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 Part of the 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.

Unbundled Tariff Numbers

Unbundled Tariff Numbers are non-geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill. You will see the Service Charge advertised by the company providing the service alongside the number. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT).

The Access Charge is retained by us, your phone company. Our Access Charge for calling Unbundled Tariff numbers is XXp. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges are/are not included in your monthly call minutes allowance.

Personal Numbers

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are/are not included in your monthly call minutes allowance.

Controlled Premium Rate Services

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, 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 Customer Success Team on 0207 078 3200 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at www.psaauthority.org.uk to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the "Useful addresses" section below.

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If you are unhappy with the help you have received from us on a problem with PRS, please contact Nicola White on 0207 078 3200 who has responsibility for compliance with our code of practice for PRS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to [Ombudsman Services](#).

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.

Useful Addresses

The Ombudsman Services

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: enquiry@ombudsman-services.org

W: www.ombudsman-services.org

Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: www.ofcom.org.uk

Phone-paid Services Authority

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: info@psauthority.org.uk

W: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS

T: 0345 070 0707

E: tps@dma.org.uk

W: www.tpsonline.org.uk

Federation of Communication Services (FCS)

The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF

T: 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk