

CODE OF PRACTICE REGARDING COMPLAINT HANDLING AND DISPUTE RESOLUTION FOR DOMESTIC AND SMALL BUSINESS CUSTOMERS

1. Introduction
 - 1.1 Who we are
 - 1.2 Purpose of this document
2. Contact Details
3. Services
 - 3.1 CPS (Carrier Pre-Select)
 - 3.2 Indirect Access
 - 3.3 Line Rentals
 - 3.4 NTS (Number Translation Services)
 - 3.5 Call Management Services
4. Access
5. Pricing Information
6. Contract Conditions
 - 6.1 Minimum Contract Terms
 - 6.2 Exceptions
 - 6.3 Confirmation
7. Customer Service
 - 7.1 Compensation & refund policy
 - 7.2 Complaint Handling Process
 - 7.3 Alternative Dispute Resolution Procedure
8. Billing & Payment
 - 8.1 Billing
 - 8.2 Payment
 - 8.3 Disconnection Policy
9. Faults & Repairs
10. How to obtain this Code of Practice
11. Contact details of related organisations
12. Additional Information

1. Introduction

- 1.1 Who we are** - Coach House Communications Ltd are providers of both outbound and inbound fixed line telecommunications services, and other call management solutions, as detailed in section 3 of this document and on our website. We offer these services to businesses throughout the UK, directly to end-users. We are a private limited company, working with a number of network partners to provide the greatest choice and flexibility for our customers, as well as the best possible prices. With over a decade of experience in this field, we are dedicated to offering a straightforward and honest service, and a high standard of customer service at all times.
- 1.2 Purpose** – This document lays out the services offered by Coach House Communications, and the superior level of customer service on which we believe our customers are entitled to rely. We consider our service to be the reason our customers are so loyal to us, however in the event of any complaint this document details relevant procedures which shall apply.

2. Contact Details

All enquiries may be addressed to us by post to:

Coach House Communications Ltd
The Coach House
Sherridge Road
Leigh Sinton
Malvern
Worcestershire
WR13 5DB

Or contact us on:
Tel: 0844 844 0123
Fax: 0844 844 0124

Further information about our company and services is available at:
www.coachhousecommunications.co.uk

You are also welcome to contact us via e-mail at:
enquiries@coachhousecommunications.co.uk

3. Services

- 3.1 CPS (Carrier Pre-Select)** – All outbound call traffic is automatically routed over the network of one of our network partners. All your calls are then charged by us at the best possible rates. This is our simplest and most popular outbound call option.

- 3.2 Indirect Access** – For greater flexibility, you can maintain your current line and provider, and route only selected calls via our networks, dialling a prefix before each call. This allows you to take advantage of our low international rates, for example, whilst staying with your existing provider for other calls.
- 3.3 Line Rental** – We are able to provide an alternative to BT's line rental, using the same networks but at reduced rates. We can arrange for the installation of additional lines on request, and can provide a variety of data lines such as ISDN 30. Contact our Customer Services team on 0844 844 0 123 or sales@coachhousecommunications.co.uk for a full list of lines we can provide.
- 3.4 NTS (Number Translation Services)** – We offer a full range of non-geographic numbers (NGNs), from the rebate-earning 0870/1 range, to the lower rate 0844/5 numbers and freephone 0800 and 0808. These are numbers receiving inbound calls, not allocated to any geographical area, which can be redirected to any geographic number on request. We are also able to provide statistical information for calls received on these numbers, via a secure website. Again charge/rebate plans are bespoke, and an Account Manager can provide you with details on application. Unlike most companies offering these numbers, we do not apply service charges.
- 3.5 Call Management Services** – In conjunction with NTS (3.4), we supply a range of call management services, such as IVR (Interactive Voice Response) platforms, call recording and data capture. We can provide new, or manage and upgrade existing systems. Again charges depend on individual requirements.

4. Access

To take advantage of any of our products and services, please contact us via any of the means detailed in s.2 of this document, to request a brochure or any specific information you may require, or to arrange an appointment with one of our account managers to discuss your requirements in detail at your convenience.

Should you require independent verification of the quality of our services, we are always happy to put you in touch with existing customers who will be able to offer an unbiased account of their own experiences.

5. Pricing Information

Coach House Communications considers the needs of each customer personally and designs a bespoke telecommunications plan following an introductory meeting. As a result, we are unable to publish any standard tariff, since one simply does not exist. We will be happy to discuss pricing on application, taking your average monthly usage and types of calls made into account.

6. Contract Conditions

- 6.1 Minimum Contract Terms** - We do not apply any minimum term to our contracts, other than the exceptions in s.6.2. All we require is a minimum of 1 months notice should you wish to cancel any of your services, although this is negotiable based on circumstances. Should you consider cancelling any of your services, please speak to your account manager in the first instance, or any of our staff via the main telephone number. If you do decide to go ahead with cancellation, we request confirmation in writing to prevent any future queries.
- 6.2 Exceptions** - A minimum 1 month contract applies for Wholesale Line Rental. For ISDN 30 Line Rental, the minimum term is 12 months. Any other exceptions which may be relevant will be confirmed by your account manager before you sign a contract.
- 6.3 Confirmation** – Our account managers will always ensure that you are fully aware of the terms of your contract before you enter into any binding agreements. All details will be confirmed to prevent any inaccuracies when selling either face-to-face or via the telephone. Our forms are all designed to make it as clear as possible that a legally binding contract is being entered into. Our customers will be given a copy of the order form or customer agreement when they sign, or within 7 working days. They will also be provided with full information on our after-sales service, and a switch-over date as soon as we are able to provide one.

7. Customer Service

All our customers are allocated a personal account manager from their first contact with us, to ensure consistency and to review your requirements regularly, ensuring your telecommunications services are as suitable and economical as possible. Our staff also have access to your account and any of our customer service representatives are able to help should your account manager be unavailable.

We pride ourselves on our superior customer service, with all staff fully committed to resolution of any issue swiftly and efficiently. To this end, we have produced this code of practice, giving full and clear visibility of our complaints and dispute resolution procedures, including access to an independent dispute resolution service free of charge for all our customers.

7.1 Compensation & refund policy

In the event of charges appearing on your bill which you dispute in any way, we would ask you to contact our billing department via our main telephone number 0844 844 0 123, or via any of the methods outlined in s.2 of this document. If we are satisfied you are not liable for these charges, we will refund either by cheque or credit on your next bill. In the event of any further dispute, please refer to our complaint handling process.

As detailed in s.9, we have target times in which to fix faults, however we will not pay compensation for any loss of service, unless previously agreed with yourselves.

7.2 Complaint Handling Process

In the first instance, we suggest that you address any complaints directly to your personal account manager, who should be able to resolve most issues. If for any reason this is inappropriate, please contact our customer services team on 0844 844 0 123 and your complaint will be escalated, up to director level if necessary.

Should you wish to make an anonymous comment or complaint regarding our services, please contact us in any of the ways outlines in s.2, or to our dedicated address: comments@coachhousecommunications.co.uk.

7.3 Alternative dispute resolution procedure

If we have not resolved your complaint to your satisfaction after 12 weeks, or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through Otelo, an independent alternative dispute resolution scheme. Contact details for this service are available in section 11 of this document. As a complainant, access to this service is free of charge.

7.4 Data Protection

Coach House Communications may use customers’ personal information for providing telecommunications services, as well as marketing, administration, billing, and training. We may disclose your information to other companies to these ends. For marketing purposes and so that we may contact you, we may store your information for a reasonable period of time. Should you not wish to receive any marketing communications from us, please inform your account manager at any time, or contact our Data Protection Officer, via the main office address in s.2 or by e-mail to data@coachhousecommunications.co.uk

7.5 Other Terms and Conditions

We apply a number of standard terms and conditions to different services. These will be attached to any customer agreement before it is signed, and you will be provided with a copy. If you have any queries or need additional copies of this information, please speak to your account manager or contact our customer service team on 0844 844 0 123.

8 Billing and Payment

8.1 Billing – All customers who route their outbound calls via our networks are invoiced on a monthly basis. Generally our customers receive a fully itemised bill in a printed format, but we can also provide bills via CD or e-mail. Bills are also available in a spreadsheet format for those customers who wish to carry out their own more detailed analysis. Customers who use our inbound services will receive a rebate notice on a monthly basis, inviting them to invoice us for the relevant amount. Other call management services are charged at an agreed rate, either a one-off payment or monthly fee depending on a customer’s agreement with their account manager.

- 8.2 Payment** – We accept payment by Direct Debit, or by cheque. Should you require any other payment method, please speak to your account manager. Rebates are paid by cheque on receipt of an invoice.
- 8.3 Disconnection Policy** – We hope all customers will pay their bills promptly and in full. We aim to offer as much help and support as possible to any customers experiencing difficulties in making payments, and ask that you speak to your account manager as soon as possible should you be unable to meet any bills. Disconnection due to non-payment may be essential following a reasonable notice period, once we consider we have done as much as we can to reach an agreement and prevent such measures becoming necessary.

As a company we encourage prompt and full payment of bills, minimising debt and disconnections due to non-payment of bills. We aim to help those customers who are having difficulties in making payment and fully explain to our customers, within a reasonable period, what the effects of non-payment will be.

9 Faults and Repairs

We aim to rectify any fault and make repairs within a standard response time. In the case of full system crashes, we aim to respond within 8 working hours from you notifying us of the fault. Please note this is a target time. Should we fail to meet this target, no compensation shall be offered, unless previously agreed with you.

10 How to obtain this code of practice

This code of practice is available on our website at <http://www.coachhousecommunications.co.uk/cop%20-%20complaints.pdf>

Additional copies are available on request and free of charge to any domestic and small business customer in either paper or electronic formats. It is also available in large print format. Should you require any other format, please contact our Customer Services Department to discuss your needs.

11 Contact Details of Related Organisations

Otelo (Office of the Telecommunications Ombudsman)
PO Box 730
Warrington
WA4 6WU

Tel: 0845 0501614
Fax: 01925 430049

E-mail: enquiries@otelo.org.uk
Website: <http://www.otelo.org.uk>

Otelo is one of only two dispute resolution services approved by Ofcom.

Office of Communications (Ofcom)
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Tel: 0207 981 3000
Fax: 0207 981 3333

E-mail: contact@ofcom.org.uk
Website: www.ofcom.gov.uk

Ofcom is the regulator for the UK communications industry.

12 Additional Information

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Website at:

http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf