

Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

<p>1: Introduction</p>	
	<p>The Phone Co-op Ltd is a customer-owned co-operative reseller providing landline and mobile telephone calls, a full range of internet services, phone systems, mobile service and line rental to residential, third sector and business customers.</p>
<p>2: Contact details</p>	
	<p>The Phone Co-op Ltd 5, The Millhouse, Elmsfield Business Centre, Worcester Road, CHIPPING NORTON, Oxfordshire, OX7 5XL Customer service phone number: 0845 458 9000 Customer service e-mail: enquiries@thephone.coop Web site: www.thephone.coop</p>
<p>3: Terms and conditions, including prices and tariffs</p>	
<p><i>Our services</i></p>	<p>Telephone calls on both BT and cable lines – various tariffs have monthly charges as well as call costs, other tariffs have call charges only Line rental – charged monthly in advance</p>

	<p>Line installation – one-off charges</p> <p>Mobile services</p> <p>Flat rate Internet access – charged monthly in advance</p> <p>ADSL service - charged monthly in advance</p> <p>Set-up charge and customer will need to purchase a router</p> <p>Leased lines – quarterly in advance</p> <p>Web-hosting – annual charge</p> <p>Databases - set-up charge and additional charge for extra authenticated users</p> <p>Domains – annual charge</p> <p>Telephone systems – One-off charge for purchase and installation plus service contract charged annually</p> <p>Contact Customer Services on 0845 458 9000 or our sales lines:</p> <p>0845 458 9040 for residential customers</p> <p>0845 458 9070 for business customers</p>
<p><i>Access</i></p>	<p>Customer can contact the relevant numbers above to discuss and to order and can also apply online on our website at www.thephone.coop</p>
<p><i>Pricing information</i></p> <p>Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.</p>	<p>All tariffs and costs of services can be found on our website at www.thephone.coop or by contacting customer services on 0845 458 9000</p>
<p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p>	<p>The Phone Co-op Ltd's terms and conditions ask for 30 days notice of cancellation of all services or an account that is out of contract. Contract periods vary depending on the product - residential line rental is 3 months and various services are 12 months or 18 months. We also have some longer term contracts with larger businesses and these can</p>

	vary between two to five years.
4: Customer service	
<i>Compensation or refund policy</i>	<p>If a customer cancels a service for which they have paid in advance over and beyond the 30 days period of written notice then we will refund the remainder of the advance charge.</p> <p>Additional refunds are made in the rare instances where a billing error has occurred.</p> <p>We offer a daily rental rebate for line rental customers who have experienced a fault that has not been resolved by midnight of the working day following the day on which the fault was reported to our supplier. There are other compensation payments that can be claimed for disconnection in error, missed appointment times and stopped orders.</p>
<p><i>Complaint handling process</i></p> <p>Describe in relation to public electronic communications services for domestic and small business customers.</p>	<p>If a customer has cause to complain about our service, they should contact our Customer Services department immediately by telephone to 0845 458 9000, by email to enquiries@thephone.coop or by letter to our main postal address. The complaint can be addressed for the attention of the Customer Services Team Leader and will be escalated to the Customer Services Manager, Operations Manager or Chief Executive.</p> <p>We aim to acknowledge a complaint within two working days and offer a full and considered response within ten working days.</p>
<p><i>Alternative dispute resolution procedure</i></p> <p>Details of alternative dispute resolution arrangements in relation to the provision of public electronic communications services to domestic and small business customers.</p>	<p>If we have not resolved the customer's complaint to their satisfaction after 8 weeks or if they have received a letter from us saying that their complaint has reached "deadlock", the customer can refer their complaint to Otelo, an independent alternative dispute resolution scheme. We can provide details of this service.</p>
5: How to obtain this Code of Practice	
	This Code of Practice is published on our Web site at www.thephone.coop or a paper copy can be obtained by calling

	Customer Services on 0845 458 9000
6: Contact details of related organisations	
	<p>Otelo PO Box 730 Warrington WA4 6WU</p> <p>Telephone 0845 050 1614 or 01925 430 049</p> <p>E-mail enquiries@otelo.org.uk</p> <p>Web site: http:// www.otelo.org.uk</p>
7: Additional information	<p>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 Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</p>