

Customer Service Charter

Our promise to you

A big smile

- We are a consumer co-operative, a membership organisation; we are passionate about customer service and see our customers as our community
- We are a socially responsible business acting for the benefit of society at large
- What you think matters so send us your ideas and give us your feedback:
ideas@thephone.coop

On your side

- We believe learning is good and we work hard to continuously improve
- Responding promptly to all your requests in order to meet your needs
- Offering you fair pricing and a good deal is at the heart of what we do
- Winners of the Best Consumer Facing Business Social Enterprise Award 2015
- Transparent and open
- Our website is a source of information on all our products and services and you can contact us whenever you need more help
- When we are advised by a supplier of any service fault, we will advise you on our website and keep you updated throughout
- We respect your rights under the Data Protection Act 1998 and your personal information remains confidential at all times

Making it easy

- You can call us: 8am - 8pm Monday to Friday; 9am - 3pm on Saturday
- For Line and Broadband faults: 7am - 10pm every day (exc. Bank Holidays)
- We'll tell you what to expect and help you every step of the way
- And if you ever feel that we have let you down, you can email us:
help@thephone.coop - we will look into your complaint, keeping you fully informed and up to date throughout

We aim to reply to all emails, letters and faxes that call for a response within five working days of receiving them. If we need more time, we will briefly acknowledge your



5 The Millhouse
Elmsfield Business Centre
Worcester Road
Chipping Norton
Oxfordshire OX7 5XL

t: 01608 434000
w: thephone.coop
@phoncoop
ThePhoneCoop

correspondence and let you know when to expect a full response. We will reply in plain English.



The Phone Co-op. **Your voice counts.**