

PMS NETWORKS LTD CODE OF PRACTICE

For Small Business Customers

Overview

PMS Networks Ltd delivers communications services to business customers and we want you to be satisfied with the services you receive. We take responsibility for the services delivered to you whether this is directly by us or in conjunction with our Business Partners(BP). So, we will liaise with our BPs to ensure that any problems with your services or products are resolved as promptly as is possible while providing you with a single point of contact.

About this Code of Practice(COP)

This Code of Practice is;

- published on our website at www.pmsnetworks.co.uk
- available in hard copy on request.
- informs you about our products and services, customer-care policies and where to find information about our charges and terms and conditions.

Hard copies are available free of charge

Contacting Us

You can contact us in any of the following ways;

- By Phoning 0844 5732611 and asking for our customer service team
- By email to helpdesk@pmsnetworks.co.uk
- By Letter to; PMS Networks Ltd, 41 Vittoria Street, Birmingham, B1 3ND
- By Facsimile to 0844 5732612

Our Promise

Our company's success depends on giving you a high quality of service. We select our BPs carefully to ensure that they share that aim and we make every reasonable effort to supply services that satisfy your requirements. We comply with all relevant legislation and applicable laws.

Our Products and Services

- For further information, or to place an order, please contact us at 0844 573 2611
- PSTN, ISDN2, ISDN30 & SIP Line Rental
- Non-geographic numbers (0800, 0844, 0845 etc)
- ADSL, FTTC, EFM & Leased Line Data Connections
- Wide area data networks (eg MPLS)
- Hosted Telephony
- Telephone System Maintenance
- Mobile SIM Only Packages

For further information, or to place an order, please contact us at 0844 573 2611

Marketing

We follow the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website www.cap.org.uk (<http://www.cap.org.uk>).

Terms and Conditions

When you subscribe to a service or buy a product from us, we may ask you to sign a contract or supply us with a purchase order as applicable. You can use any of the contact options given above to raise questions about your order. We may carry out a credit check as part of our order acceptance procedures before we accept your order. The standard contract term for our services is 24 months. We aim to provide products and/or services within the lead time we quote, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. We may not be able to do this if products or services are not available in the quoted lead times from any of our BPs. We will always advise you of revised time scales immediately we become aware of them. Full copies of Terms and Conditions will be supplied on request or can be viewed on our website as above.

Cancellation

If you decide to cancel your order or agreement for services before we have provided the services, you may do so without charge within ten working days after your order is placed or up to noon the day before the service is installed, whichever is the sooner. However, after ten working days we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the contracted minimum term, please inform us in writing or via email. After the minimum term you can cancel any service by writing to us, but you must give us the notice defined in the contract. Where applicable we will charge you admin or early termination fees as set out in your contract.

Problems with your services

Please contact our Help Desk on 0844 5732616, or via email to helpdesk@pmsnetworks.co.uk, if you experience a fault with any of our products or services. We will aim to acknowledge the fault within 4 hours, and repair within the timescales appropriate based on the service you are renting or the Maintenance and Support contract you have with us.

Compensation and Refund Policy

You should check the terms of your agreement or service offering you have with us. However, we will assess each case individually. We investigate all claims and aim to respond within 30 days. Any refunds will be credited on the next billing cycle following a decision to accept a claim is justified.

Billing

We will bill you monthly for services or as agreed otherwise. Products will be billed on delivery to your nominated site but will remain our property until paid for by you. There are many options in the way you can pay for your bill; please check with our customer support team when placing your order.

If you have difficulty paying your bill, please contact us on 0844 5732611 without delay and we will discuss alternative ways you may be able to pay your bill. We will do all we can to help our small business customers to manage their bills and avoid disconnection but please contact us as soon as you are aware of a problem.

When You Move to Different Premises

Please contact our Customer Service Team no later than 30 days before your move date. We will amend your account and billing requirements as necessary. Where relevant we will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting and number transfers

We 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, we will arrange it 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 contact our Customer Service Team.

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, This does not apply to VoIP Numbers. If you do want your details included, please contact our Customer Service Team. There may be a charge.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, sometimes things can go wrong. We aim to resolve complaints 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. Alternatively, copies are available free of charge and on request from our Customer Service Team on 0844 5732611

Nuisance calls

Nuisance calls and malicious communications are a drain on your business and can be upsetting for individuals so we will always do our best to mitigate their effects and get them stopped if possible. 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 Customer Service Team on 0844 5732611 to report the incident and for information on how to deal with it.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability, including:

Access to the Customer Service Team,
Fault repair and assistance, and
Additional help and support if you have difficulty paying your bill

Copies of this Code are available in larger print and other formats on request.

Data protection

We are fully compliant with Data Protection Act 1998.

Ofcom Regulations

PMS Networks Ltd are regulated under Ofcom's General Conditions of Entitlement (<http://stakeholders.ofcom.org.uk/telecoms/ga-scheme/general-conditions/>). These regulations apply to anyone who provides an electronic communication service or an electronic communications network.