

Consumer Code of Practice

Introduction to our Company & Services

Crowthorne Associates Ltd (part of Focus Group), is a company that delivers communications services to business customers within UK and Europe. Whilst we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this 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 (crowthorne.com). Additional copies are available on request and free of charge to any customer. It is also available in alternative formats such as audio and large print.

How to Contact us

Please contact our Customer Support Team:

- By Phone: **0800 088 4848 (08:30 – 17:30 Monday to Friday)**
- By Email: **helpdesk@crowthorne.com**
- By Fax: **0800 088 4747**
- By Post: **Crowthorne Associates Limited, Unit 5, Podville, Great Park Road, Bradley Stoke, Bristol, BS32 4RU**
- Website: **crowthorne.com**

Our registered office is:

**Focus House
Ham Road
Shoreham-By-Sea
West Sussex
BN43 6PA**

Our Commitment to You

We are 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 & Services

- Fixed Line Telephony
- CPS (Carrier Pre-Selection)
- WLR (Wholesale Line Rental)
- ISDN2/30 Digital Telephony Services
- Broadband Access
- VoIP & IP Telephony Services
- Non-Geographic & Virtual Numbering
- Intelligent Call Routing
- Internet & Data Services
- Mobile Telephony & Data Services
- IT & Network Security
- IT, Network & Telephony Hardware
- Support & Maintenance Services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Support Team on 0800 088 4848

Terms & Conditions

When you subscribe to a service from Crowthorne Associates Ltd, we will send you our Terms and Conditions, and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Support Team on 0800 088 4848. We may carry out a credit check as part of our procedures and processes.

Where applicable, the minimum contract term for our services is 90 days. We aim to provide services within seven working days of your original request, subject to the type of service, the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are stated on the website cap.org.uk

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 of your order being placed.

For cancellations 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 minimum term, please call our Customer Support Team on 0800 088 4848. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Support Team on 0800 088 4848 giving us 90 days' notice.

Faults & Repairs

Please call our Customer Support Team on 0800 088 4848 if you experience a fault with any of our services. We aim to have this investigated and repaired within 8 working hours. This is a target time which means that we do not offer any compensation if we fail to meet this target unless we have specifically agreed with you that such compensation shall be payable.

We also offer additional service level agreements which are agreed separately with our customers. These service level agreements are tailor-made to correspond to individual customers' needs. You can obtain additional information by contacting our Customer Support Team on 0800 088 4848.

Compensation & Refund Policy

Our policy is to ensure that you are charged according to the prices detailed in your contract for all the products and services that we provide you. In the rare circumstance where we have over-charged you, we will credit the difference to your account.

We do not offer automatic compensation payments in cases where the service level targets are not met. We do not feel that fixed level compensation payments are appropriate for business customers, who we advise to seek other ways, such as insurance, to protect themselves against the impact of any loss of service. We will assess any claim for compensation on a case by case basis. Any payment made will be on a purely discretionary basis.

Price Lists & Tariffs

Our pricing structure is available from our Customer Support Team on 0800 088 4848. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly unless we agree to a different billing period. You can pay your bill by BACS, cheque or direct debit. If you wish to change your basis of payment at any time, please call our Customer Support Team. We provide itemized bills as an electronic file, at no charge, as part of our service to you.

If you have difficulty paying your bill, please contact us on 0800 088 4848 and we will try to arrange a different method of payment. We will do all we can to help our customers to manage their bills and avoid disconnection.

Data Protection

We comply fully with our obligations under the Data Protection Act and the European GDPR rules

If you are Moving Home or Office

Please call our Customer Support Team on 0800 088 4848 no later than 21 days before your move date. We will amend your account and billing requirements as necessary.

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

Crowthorne recognizes 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, and your old provider has a porting agreement with our proposed provider, we will arrange it if you ask.

We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call Customer Support on 0800 088 4848

If we fail to allow you to move your number away from us, we will pay you compensation at a rate of 1/365th cost of number per day of delay.

Directory Entries

You are entitled to a Directory Entry 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 Customer Support Team on 0800 088 4848

Complaints

We make every effort to ensure that our customers are happy with the levels of support, product and services that they receive from us. However, despite our best efforts, 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 lodge a complaint. 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 Page 8 of this document. Alternatively, copies are available free of charge and on request from our Customer Support Team on 0800 088 4848

Statement of Social Responsibility

We take very seriously the problem of nuisance calls and malicious communications. 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 Support Team on 0800 088 4848 to report the incident and for information on how to deal with this situation.

We are aware that telephones can provide access to premium rate services, including adult content, through independent companies' services. Our Customer Support Team can restrict the access to premium rate services. Please call them on 0800 088 4848 for advice on this service.

Services for Vulnerable Users & People with Special Requirements

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

- Priority access to the Customer Support Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of documentation (bills, contracts, codes etc....) in alternative formats for customers who would otherwise have difficulty

Code of Practice for Premium Rate Service & Number Translation Service Calls

Purpose of this Code of Practice

This code informs you, our domestic and/or small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS 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 (incl VAT).

The Access Charge is retained by us, your phone company. Our Access Charge for calling Unbundled Tariff numbers is 2p. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges 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 included in your monthly call minutes allowance.

Telephone Preference Service

If you do not wish 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 tpsonline.org.uk or by telephoning 0345 070 0707.

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 vote-lines, 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 Service Team on 0800 088 4848 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. The PSA website is psauthority.org.uk which you can use 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.

If you are unhappy with the help you have received from us on a problem with PRS, please contact Lorraine Bright via 020 7870 7000 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

Code of Practice on Complaint Handling & Dispute Resolution

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We make every effort to ensure that our customers are happy with the levels of support, product and services that they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Support Team (or, if known, your dedicated Account Manager) using any one of the following:

- By phone: **0800 088 4848**
- By email: **helpdesk@crowthorne.com**
- By post: **Unit 5, Podville, Great Park Road, Bradley Stoke, Bristol, BS32 4RU**

If you contact us by telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. To do this we may have to ask questions to confirm that we are speaking to the correct person. During any discussions we will protect the privacy of the information that we hold on you. If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. If you are not happy with progress in resolving your complaint, you can ask the person to whom you are speaking to escalate the issue to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will advise you in writing.

If it has been more than 8 (eight) weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached 'deadlock', then you may ask for help from the independent Alternative Dispute Resolution Service - the Ombudsman Service. The contact details are shown on Page 10 (Useful Addresses)

The Ombudsman Service is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (*ie*: that we issue a deadlock letter). We may, however, decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful Addresses

The following are useful addresses for the organisations mentioned in this code

➤ **Ombudsman Services**

- Post: PO Box 730, Warrington, Cheshire, WA4 6WU
- Tel: 0330 440 1614
- Email: enquiry@ombudsman-services.org
- Web ombudsman-services.org

➤ **Ofcom**

- Post: Riverside House, 2a Southwark Bridge Road, London, SE1 9HA.
- Tel: 0330 123 3333
- Email: contact@ofcom.org.uk
- Web: ofcom.org.uk

➤ **Phone Paid Services Authority**

- Post: 40 Bank Street, London, E14 5NR
- Tel: 0800 500 212
- Email: info@psauthority.org.uk
- Web: psauthority.org.uk

➤ **Telephone Preference Service**

- Post: DMA House, 70 Margaret Street, London, W1W 8SS
- Tel: 0345 070 0707
- Email: tps@dma.org.uk
- Web: tpsonline.org.uk

➤ **Federation of Communication Services (FCS)**

House, Regent Centre, Newcastle upon Tyne, NE3 3PF



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