



# WINDSOR TELECOM PLC CODE OF PRACTICE

INCLUDING OUR BASIC CODE OF PRACTICE AND OUR CODE OF PRACTICE  
FOR PREMIUM RATE SERVICES AND NTS CALLS

## WINDSOR TELECOM PLC CODE OF PRACTICE WINDSOR TELECOM PLC BASIC CODE OF PRACTICE FOR BUSINESS CUSTOMERS

### INTRODUCTION TO OUR COMPANY AND SERVICES

WINDSOR TELECOM PLC is an independent company that delivers communications services to business customers of all sizes throughout the UK. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So 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 at [www.windsor-telecom.co.uk/support/](http://www.windsor-telecom.co.uk/support/). Additional copies are available on request and free of charge to any customer. It is also available in alternative formats, e.g. large print, Braille, Audio (MP3) File.

### HOW TO CONTACT US

Please contact our Customer Service Team

By phone: 0333 123 8080 From 9am until 5.30pm Monday-Friday.

By email: [csadmin@windsor-telecom.co.uk](mailto:csadmin@windsor-telecom.co.uk)

By fax: 0333 123 5000

By letter: Windsor Telecom plc, 1st Floor, Tilford House, Farnham Business Park, Farnham, Surrey, GU9 8QT

Website: [www.windsor-telecom.co.uk](http://www.windsor-telecom.co.uk)

### 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 AND SERVICES

- » Geographic numbers
- » Non-geographic numbers
- » International Toll-Free numbers
- » Intelligent Call Routing
- » Inbound Call Solutions
- » VoIP Telephony
- » SMS Messaging
- » Virtual Switchboard
- » Online Call Statistics - Vision
- » Cloud Storage Solutions

For more details on any of our products and services, or to place an order immediately, please contact our Sales Team on 0333 123 4000 or our Customer Service Team on 0333 123 8080.

# WINDSOR TELECOM PLC CODE OF PRACTICE

## WINDSOR TELECOM PLC BASIC CODE OF PRACTICE FOR BUSINESS CUSTOMERS

### MARKETING

We work to the principles in 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 from WINDSOR TELECOM PLC, we will send you our Standard Terms and Conditions and ask you to sign a contract. If you have any questions, please phone our Customer Service Team on 0333 123 8080. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is 12 months. We aim to provide services within 2 working days of your original request, subject to the availability and installation of any equipment. Bespoke technology and hosted telephony may take longer.

### 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. 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 of 12 months, please call our Customer Service Helpdesk on 0333 123 8080. After the minimum term you can cancel any service by giving us one month's written notice prior to your renewal date.

### FAULTS AND REPAIRS

Please call our Fault Service Team on 0333 123 8080 (0333 123 9090 if out of hours) if you experience a fault with any of our services. We aim to have this investigated and repaired within one working day.

### COMPENSATION AND REFUND POLICY

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within five working days. Any refunds that are due will be credited to the next month's invoice or held on your account for future invoices.

### PRICE LISTS

Our pricing structure is available from our Customer Service Team on 0333 123 8080 and via our website [www.windsor-telecom.co.uk](http://www.windsor-telecom.co.uk). We will write to you in advance if we change the pricing structure on your products and services.

### BILLING

We will bill you monthly or annually as set out in your contract.

You can choose to pay our Annual invoices via a range of options including credit card, cheque and direct debit. Monthly invoices must always be paid by Direct Debit, as agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills at flat rate as part of our service to you.

If you have difficulty paying your bill, please contact us on 0333 123 4042 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. Please refer to WINDSOR TELECOM PLC's Terms and Conditions for information on Billing and Disconnection.

### IF YOU ARE MOVING HOME OR OFFICE

Please call our Customer Service Team on 0333 123 8080 and we will amend your account and billing requirements as necessary.

### NUMBER PORTING

WINDSOR TELECOM PLC 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 call our Customer Service Team on 0333 123 8080.

### 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, 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 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 at [www.windsor-telecom.co.uk/support/](http://www.windsor-telecom.co.uk/support/) Alternatively, copies are available free of charge and on request from our Customer Service Team on 0333 123 8080.

# WINDSOR TELECOM PLC CODE OF PRACTICE

## WINDSOR TELECOM PLC BASIC CODE OF PRACTICE FOR BUSINESS CUSTOMERS

### 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 Service Team on 0333 123 8080.

### DATA PROTECTION

We comply fully with our obligations under the Data Protection Act 1998.

### 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:

- » Priority access to the Customer Service Team
- » Priority fault repair and assistance
- » Additional help and support if you have difficulty paying your bill
- » A free Directory Enquiries service for people who are unable to use the printed phone book
- » Copies of bills in large print, on computer disc (or in Braille) for customers who have difficulty reading their bill.

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

# WINDSOR TELECOM PLC CODE OF PRACTICE

## CODE OF PRACTICE FOR PREMIUM RATE SERVICE AND NUMBER TRANSLATION SERVICE CALLS

### PURPOSE OF THIS CODE OF PRACTICE

This code informs you 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.

### PREMIUM RATE SERVICES

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS 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 votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

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 and this can be between 7p and £3 per minute, or £5 per call or per text (excl. vat). The access charge is paid to your landline/mobile provider.

If you have a problem with PRS, 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 on our hosted telephony product. Please call our Customer Service Team on 0333 123 8080 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from PhonepayPlus (PPP) which is the industry-funded regulatory body for Premium Rate Services. PPP operates a Code of Practice that sets out standards for the operation of PRS. You can use the PPP website at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PPP has 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 PPP Code. For other ways to contact PhonepayPlus, see the "Useful addresses" section below.

### NUMBER TRANSLATION SERVICES

If you have a problem with PRS, 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 on our hosted telephony product. Please call our Customer Service Team on 0333 123 8080 for advice on this. We can give you a factsheet on PRS.

Charges for calling services on NTS numbers 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 and this can range from free up to 10.8p per minute or per call (excl. vat). The access charge is paid to your landline/mobile provider.

# WINDSOR TELECOM PLC CODE OF PRACTICE

## CODE OF PRACTICE FOR PREMIUM RATE SERVICE AND NUMBER TRANSLATION SERVICE CALLS

### NUMBER TRANSLATION SERVICES CONTINUED

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Hayley Perrin tel: 0333 123 4039 or email [hayley@windsor-telecom.co.uk](mailto:hayley@windsor-telecom.co.uk) who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman.

### INTERNET DIALLERS

If you use the Internet, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, see the "Useful addresses" section below. We can also help by barring calls to 09 numbers with our hosted telephony product.

### THE TELEPHONE PREFERENCE SERVICE

If you don't want 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 [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

## USEFUL ADDRESSES

### OMBUDSMAN SERVICES

Communications  
PO Box 730,  
Warrington, Cheshire,  
WA4 6WU.  
Tel: 0330 440 1614  
Fax: 0330 440 1615  
email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### OFCOM

Riverside House,  
2a Southwark Bridge Road,  
London,  
SE1 9HA.  
Tel: 020 7981 3040 or 0300 123 3333  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### FEDERATION OF COMMUNICATION SERVICES (FCS)

Burnhill Business Centre,  
Provident House,  
Burrell Row,  
Beckenham,  
Kent.  
BR3 1AT.  
Tel: 020 8249 6363  
email: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)  
Website: [www.fcs.org.uk](http://www.fcs.org.uk)

### PHONEPAYPLUS (FORMERLY ICSTIS)

Clove Building, 4 Maguire Street,  
London,  
SE1 2NQ.  
Tel: 020 7940 7474  
Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

### TELEPHONE PREFERENCE SERVICE

DMA House, 70 Margaret Street,  
London.  
W1W 8SS  
Tel: 0845 070 0707  
Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

This code has been licensed by  
The Federation of Communication Services Limited 2016  
Licence number 002805



Published March 2016. Correct at the time of printing.  
© The Federation of Communication Services Limited 2016