

## TALK STRAIGHT LIMITED

### Part 1 - Code of Practice for Small Business Customers

#### Introduction to our Company and Services

TALK STRAIGHT LIMITED is an independent company that delivers communications services to business customers, and other organisations as well as institutions including schools, colleges and universities. The following Code of Practice relates to our small business customers (10 employees or less). If you have any further queries, please refer to our Terms and Conditions <https://www.talk-straight.com/terms-and-conditions>. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We will therefore 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 <https://www.talk-straight.com/assets/Code-of-Practice-2018.pdf>. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, such as large print.

#### How to Contact Us

**Please contact your Account Manager using one of the following:**

**By Phone:** [01133 222 333](tel:01133222333)

Opening Hours from 8.00 am to 6.00 pm Monday-Friday

**By Email:** [info@talk-straight.com](mailto:info@talk-straight.com)

**By Letter:** Talk Straight Ltd, Unit 2-4 Backstone Business Park, Dansk Way, Ilkley, West Yorkshire, LS29 8JZ

**Or via our website:** [www.talk-straight.com](http://www.talk-straight.com)

Our registered office is at: Unit 2-4 Backstone Business Park, Dansk Way, Ilkley, West Yorkshire, LS29 8JZ

#### 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

- Managed Internet Security
- Landline telephones
- Landline calls
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet
- Mobile telephone and data services
- Equipment and maintenance service
- WiFi
- Co-location
- Application Management

For more details on any of our products and services, or to place an order immediately, please contact your Account Manager on 01133 222 333.

You may also purchase our services from local dealers around the UK. For more information, please contact us on 01133 222 333 or see our website [www.talk-straight.com](http://www.talk-straight.com).

## 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 TALK STRAIGHT LIMITED, we will send you our Standard Terms and Conditions and ask you to sign an order form which references the terms and conditions. If you have any questions, please phone your Account Manager on 01133 222 333. We may carry out a credit check as part of our assessment procedures.

Where applicable the minimum contract term for our services will be 12 months. We aim to provide services within five working days of your original request, subject to 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.

## Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 10 working days of your order being placed. For cancellations after 10 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 your Account Manager on 01133 222 333. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by writing to Service Delivery at [servicedelivery@talk-straight.com](mailto:servicedelivery@talk-straight.com), giving us 90 days' notice. If sufficient notice is not given, the contract shall roll over in accordance with the terms of the contract.

## Faults and Repairs

Please call our Support Team on 01133 222 333 if you experience a fault with any of our services. We aim to have this investigated and repaired within 1 day.

If required we will discuss operational service levels for the following on a case by case basis:

- activation of a new service
- restoration following loss of service
- keeping a pre-agreed engineer appointment

## Compensation and Refund Policy

With the exception of leased line products, we do not offer automatic compensation payments in cases of service failure and will assess any claim for compensation on a case by case basis. Any payment made will be on a purely discretionary basis.

For leased line products, we have clearly defined SLAs and compensation levels in the event of service failure.

We aim to investigate any claims and respond within 7 working days. Any refunds that are due will be credited to the following month's invoice.

## Price Lists

Our pricing structure is available from your Account Manager on 01133 222 333. We will write to you in advance if we change the pricing structure on your products and services.

## Billing

We will bill you according to contract terms.

We will collect payment from our business customers by Direct Debit. You will have a period of 14 days to query items on your invoice before your Direct Debit is taken. If you wish to change your method of payment at any time, please call our Billing Team.

We provide itemised bills as part of our service to you on request and free of charge.

If you have difficulty paying your bill, please contact us on 01133 222 333 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. In any event, you will be given 48 hours' notice of any decision to disconnect your services.

**Moving Home or Office**

Please call your Account Manager on 01133 222 333 no later than 90 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**

TALK STRAIGHT LIMITED 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, this can be arranged on request. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call your Account Manager on 01133 222 333.

If we are responsible for failing to allow you to move your number away from us, we will pay you compensation at a rate of 1/365<sup>th</sup> cost of number per day of delay.

**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 here <https://www.talkstraight.com/assets/Complaint-Code-Of-Practice-2018.pdf>.

Alternatively, copies are available free of charge and on request from your Account Manager on 01133 222 333.

**Services for People with Special Needs**

We are committed to helping all our customers to communicate easily. We can provide copies of bills in large print for customers who have difficulty reading their bill.

Copies of this Code are available in larger print.

**Data Protection**

We comply fully with our obligations under the Data Protection Act 2018..

## Part 2 - Code of Practice for Premium Rate Service and 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 Services (PRS) and on our charging policy for calls to PRS.

### 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 £3.60 per minute, or £6 per call or per text (including VAT) for 08 and 09 prefixes. Calls to 118 services can cost up to £15.98 per call plus a £7.99 per minute charge (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

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. Please call our Customer Service Team on xxxx 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. You can use the PSA website at [www.psauthority.org.uk](http://www.psauthority.org.uk) 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 Mr D G Tindall on 01133 222 333 or email [david.tindall@talk-straight.com](mailto:david.tindall@talk-straight.com) 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.

### 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

### **The Ombudsman Services**

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### **Ofcom**

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### **Phone-paid Services Authority**

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### **Telephone Preference Service**

DMA House, 70 Margaret Street, London W1W 8SS

T: 0845 070 0707

W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

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

Provident House, Burrell Row, Beckenham, Kent BR3 1AT

T: 020 7186 5432

E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)

W: [www.fcs.org.uk](http://www.fcs.org.uk)



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