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Call Flow Solutions - Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

1. The Purpose of this Code

The overall purpose of the Code is to provide consumers with a clear statement of the range of products, services, policies, specification and support activities that we offer. It is intended to provide sufficient information for you, the consumer, to understand the range of products and services available from us and how to contact us whether to obtain a new service, clarify our terms and conditions, obtain support from us, or indeed to make a complaint.

2. About us

Call Flow Solutions Limited is primarily a provider of telephone and broadband connectivity services. We offer a UK nationwide service for telephony and broadband using BT Wholesale's network. We can therefore only provide our customers a service if they use BT as their underlying network provider. (For example, we cannot provide a service to non-BT customers such as NTL, Telewest and Kingston Communications)

We also offer Wireless and Sub Loop Unbundled broadband in areas of Kent and East Sussex, enabling village locations access to fast internet service where traditional copper based broadband is unavailable.

Call Flow Solutions Ltd is headquartered in East Peckham, Kent and strives to deliver reliable, well supported and cost effective service and products in the UK.

3. How to Contact Us

We offer a variety of means of contact, depending on your needs at any point in time. The principal methods are detailed below:

Telephone - [0845 274 1114](tel:08452741114)

Fax - [0845 274 1115](tel:08452741115)

sales@callflowsolutions.com – Sales Enquiries

info@callflowsolutions.com – General Enquiries

billing@callflowsolutions.com – Billing and Account Enquiries

support@callflowsolutions.com – Technical Support & Fault Enquiries

Should you wish or need to contact us formally in writing then please do so to our head office address:

Call Flow Solutions Ltd
Customer Service Department
Suite 2, Branbridges Industrial Estate,
Branbridges Road, East Peckham Kent TN12 5HF

4. Our products and Services

Broadband Internet Access

We can offer ADSL and SDSL based services from 512Kbps to 45Mbps. With the exception of price and download speeds, the services we offer the consumer include the following features;

- Unlimited downloads (some subject to a fair use policy)
- Static IP Address(es)
- Email Virus Checking
- POP3 email accounts
- Web based email interface
- Various Contention ratios or uncontended

Some of our Broadband Internet access is provided over the BT Wholesale IPStream network and is available nationally within the UK subject to the limitations beyond our control such as BT Exchange enablement, line quality and distance from the telephone exchange.

Wireless and Sub Loop Unbundled Broadband

This service is currently available in certain villages in Kent and East Sussex, please contact us for details.

Business Telephone Service

- Line Rental and Calls
- Calls only (Carrier Pre-select – CPS)
- Prefix dialling (Indirect Access – IDA)

We can offer discounted rates on Line rental against BT prices for business users. Our call tariffs are available on request and are usually dependent on call spend.

Pricing information

Please contact us online at <http://www.callflowsolutions.com/> or by calling, faxing or emailing our sales team.

We also install lines and telephone systems including VOIP, please contact us for details.

5. How to apply for our products and services

You can sign up to any of our services by phone email or by contacting us in writing.

When will my Broadband service go-live?

Upon successful acceptance of your order and direct debit form, we aim to provision your broadband service within 10 working days. During this time you will receive an Order Acknowledgement.

When will my telephone service go-live?

Upon successful acceptance of your order and direct debit form, we aim to provision your telephone service within 15 working days. During this time you will receive our welcome pack, detailing this changeover from your current provider. The changeover is completely transparent and you will not notice any difference in the quality of the service. In the case of line rentals, select services e.g. call diversion, will come across like for like. The only difference will be that Call Flow Solutions Ltd will be billing you each month for your telephone calls/line rental instead of your current telephone provider.

6. Billing and Payment

We will bill you monthly for our services. If you choose email billing, a fully itemised bill will be sent to

you early each month free of charge, the amount is then collected by Direct Debit from your bank or building society account approximately 14 days from date of invoice. We will send you a paper bill if you prefer but this will incur an administration fee of £1 per bill.

Broadband – Your first bill will include any applicable connection or migration fees, any hardware that you requested and the pro-rata portion of any rental from the activation date to the end of the calendar month plus the subsequent monthly broadband rental in advance.

Telephone Line rental – Your first bill will include the pro-rata portion of any line rental from the activation date to the end of the calendar month plus the subsequent monthly line rental fee in advance.

We only accept payment by Direct Debit. Direct debit is a safe and convenient way to automate your broadband and telephone payments. Your bill will always notify you in advance of the amount your account will be debited. In the event of any error, you are entitled to a full and immediate refund from your Bank or Building Society. You have the right to cancel a direct debit instruction at any time simply by writing to your Bank or Building Society, with a copy to us.

7. Cancelling your service

You are entitled to cancel your service at any time provided that;

Broadband – You are outside of your minimum contract term. You must provide us one month's notice either by email sent to billing@callflowsolutions.com or by writing to Call Flow Solutions Ltd, Suite 2, Branbridges Industrial Estate, Branbridges Road, East Peckham, Kent TN12 5HF

Telephone – You are outside of your contract term (if applicable) for your telephone service. You will need to give us one month's notice should you wish to cease or move your line if you have line rental with us.

If you change provider it is their responsibility to inform you when your service will be transferred to them. You will continue to be billed by us for any calls you make up until the changeover date and time or until your telephone service is terminated if you are ceasing your line. Failure to pay any outstanding telephone calls may result in your account being handed to our debt collection service (please see condition 13 of our terms and conditions). If the telephone service with us has given you discount on your monthly broadband, your broadband rental will revert to our normal standard monthly rental tariff.

8. Faults

Broadband – For general faults you should in the first instance email support@callflowsolutions.com. If you are experiencing a total loss of service, you should telephone our support team on [0845 274 1114](tel:08452741114) and select the faults option.

Telephone – For general faults you should contact us by emailing support@callflowsolutions.com or by telephoning [0845 274 1114](tel:08452741114). If your line rental is with another provider they are responsible for providing and repairing your telephone line and select services

9. Making a complaint

We always aim to provide you with good service, reliability and the value for money. However, from time to time we recognise that there may be issues that need a satisfactory resolution. We commit to resolving such issues in an efficient and timely manner. The following information advises you on how to contact us in the event that you have a complaint.

Stage 1 - How to contact us

If you are unhappy with any of our products, services or customer service teams, you may send your complaint to us in writing to:

Call Flow Solutions Ltd
Customer Service Department
Suite 2, Branbridges Industrial Estate
Branbridges Road
East Peckham Kent TN12 5HF

Or alternatively by telephone on 0845-274-1114 or email at support@callflowsolutions.com

You will receive a written acknowledgement from us within 10 working days upon receipt of your correspondence.

Stage 2 – If you are not satisfied

If you are not satisfied with the proposed course of action, you should request that your complaint is referred to the Customer Service Director. You will receive a further written response from the Customer Service Director within 10 working days.

Stage 3 – If you are still unhappy

If you are still unsatisfied with the proposed plan of action, you may request that your complaint is escalated to our Managing Director. You will receive a further written response within 10 working days.

Stage 4 – Alternative Dispute Resolution.

The final stage of the complaints process enables you to contact Otelo, the Independent Ombudsman. Please be aware that Otelo can only help you if you have followed our complaints procedure and given us adequate opportunity to resolve any issues. Otelo's contact details are contained within Section 13 of this document. Otelo is an independent approved dispute resolution service and is empowered to resolve customer disputes; we are committed to this process. Otelo is approved by the communications regulator Ofcom.

An unresolved complaint can be referred to Ofcom three months after it is first made, or if we have sent you a letter explaining that the issue has reached 'deadlock'. If you require further information on the role of Ofcom, please visit <http://www.ofcom.org.uk/> or refer to section 13 for full contact details.

10. Customer Rights and Obligations

Your rights and obligations when using our products and services are detailed in two documents, with the current versions available on our relevant web site. The documents are:

- General Terms and Conditions
- Acceptable Usage Policy (Applies to Broadband services)

11. Social Responsibility

Broadband Security

One of the key advantages of a broadband Internet connection is usually stated as being that it is "always on". However, with this key advantage comes the associated issue that the computer could now be permanently accessible by people with either mischievous or malicious intent. We always emphasise to our customers the importance of ensuring that their computers are adequately

protected from intrusion by using a software firewall as a minimum. We also encourage customers that wish to connect multiple computers to strongly consider the use of a hardware router/firewall. We can unfortunately accept no responsibility from any perceived or successful compromise of your computer or network.

Unsuitable content

In line with other Internet service providers, we are very aware that not all content on the Internet is either suitable for, or desired by, all users. Unfortunately, it would be neither practical nor cost effective for us to currently provide a 'filtering' service to our users to screen out any 'unsuitable' content. We do however constantly keep this under review, and may introduce such a service in the future, with customers being able to opt in or out as they deem appropriate.

Special Needs/Disabilities

In accordance with part iii of the Disability Discrimination Act 1995 we will not discriminate against disabled people. We will take all reasonable steps to change any practice, policy or procedure that makes it impossible or unreasonably difficult to make use of our services. An example of this would be the use of a larger print for formal communications such as invoices etc.

12. Approval and Review of this Code

This Code of Practice has been approved by Ofcom, copies of this Code can be found on our website at www.callflowsolutions.com or alternatively by contacting us on 0845-274-1114

We will publish revisions to this Code of Practice as and when we feel it will be necessary and/or beneficial. However, we also undertake to conduct a formal review of the Code once a year.

If you have any specific comments on this Code of Practice, or would like us to consider specific amendments, corrections, or improvements in a future revision, then please contact us.

13. Useful contact details

Registering your telephone number with this service may help to reduce unwanted marketing calls.

Telephone Preference Service (TPS)

DMA House

70 Margaret Street

London

W1W 8SS

Tel 020 7291 3320

Fax 020 7323 4226

Email tps@dma.org.uk

Web <http://www.tpsonline.org.uk/>

Office of the Telecommunications Ombudsman (OtelO)

PO Box 730

Warrington

WA4 6WU

Phone : 0845 050 1614

Fax: 0845 050 1615

Email : enquiries@otelo.org.uk

Website : <http://www.otelo.org.uk/>

Office of Communications (Ofcom)
Riverside House 2A Southwark
Bridge Road London SE1 9HA
Phone: 020 7981 3000 Fax: 020
7981 3333 E-mail:
contact@ofcom.org.uk Website:
<http://www.ofcom.org.uk/>