

Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

Copies of this Code of Practice are available upon request (including in larger text size).

Introduction to our Company and Services

TTNC Limited is a privately owned company that provides UK Telephone Numbers, Inbound Call Services and Voice over IP Services to Business and Domestic Customers.

Purpose of this Code of Practice

This Code of Practice informs you about our Products, Services, and Customer Care policies and has been approved by Ofcom, the independent regulator for the UK Communications Industry.

How to contact us

Please contact our Customer Service Team.

By Telephone: 0800 468 1000 or 020 3151 1000 from 09:00 to 17.00 Monday to Friday.

By Email: support@ttnc.co.uk

By Facsimile: 0845 468 1001

By Letter: TTNC Limited, Carlton House, 101 New London Road, Chelmsford, Essex, CM2 0PP.

By Web site: www.ttnc.co.uk

Our products and services

- Non Geographic Telephone Numbers
- Geographic Telephone Numbers
- Freephone Telephone Numbers
- Personal / Follow Me Telephone Numbers
- Premium Rate Telephone Numbers
- Directory Enquiry Number Registration
- Telephone Number Porting
- VoIP Services
- Number Translation Services and Call Routing

You can find out more information including our prices and order all of our products and services by visiting our Web site, by emailing sales@ttnc.co.uk or by Telephoning 0800 468 1000 or 020 3151 1000.

Terms and conditions

When you subscribe to a service from TTNC Limited, we will send you a link to our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0800 468 1000 or 020 3151 1000.

We may carry out a credit check as part of our assessment procedures and when applicable, the minimum contract term for our services is 12 months.

TTNC Limited – The Telephone Number Company

Registered Office

Carlton House
Chelmsford
Essex, CM2 0PP
United Kingdom

Network Operations Centre (NOC)

Telehouse Docklands
Coriander Avenue
London, E14 2AA
United Kingdom

Company Registration Number : 5256607

VAT Number : 853 4624 19

UK Public Communication Network Operator (OFCOM)

Member of Otelo - Office of the Telecommunications Ombudsman

Most of our products and services are delivered and made live at the time of ordering when using our Web site and we aim to provide other services within 1-2 working days of receiving an order. Orders for Advanced Routing features and IVR applications can take up to 2 working days to set up.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 7 working days after your order is placed. After 7 Working days we will charge you an administration fee of £25.00. If you wish to terminate your contract within the minimum term of 12 months, we will also charge you the remaining rental of the 12 month contract.

After the minimum term you can cancel any service by writing to our Customer Service department at TTNC Limited, Carlton House, 101 New London Road, Chelmsford, Essex, CM2 0PP. giving us 1 months' notice.

Faults and repairs

Please call our Customer Service Team on 0800 468 1000 or 020 3151 1000 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 working days.

Compensation and refund policy

Our policy with regard to compensation and refunds is to review each case on its merits. If a customer has overpaid or has been overcharged then we will either credit the customers account or make a refund.

Price lists

Pricing for our products and services can be found on our web site, by emailing sales@ttnc.co.uk or by calling us on 0800 468 1000 or 020 3151 1000.

Billing

TTNC Operates a Pre-Pay policy for all products and services.

We are able to take payment via our Web site or by Telephone by Direct Debit, Credit/Debit Card or by Bank Transfer. We do not accept payment by cheque.

Customers can get a copy of invoices through our web based control panel at any time and we provide itemised billing for call charges.

If you are moving home or office

You can change your address details at any time by logging in to our web based customer control panel and selecting the 'Change Details' link or by calling us on 0800 468 1000 or 020 3151 1000.

Number porting

If you move your Telephone Number/s from BT to us we will arrange it where possible and 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 0800 468 1000 or 020 3151 1000.

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Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and services that they receive from us.

If you have a complaint about any part of our service, please contact our Customer Service Team on 0800 468 1000 or 020 3151 1000.

Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line.

You may also send your complaint to us in writing (see "How to contact us" above).

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Customer Services Manager.

Our Customer Services Manager is Magnus Asplund and he can be contacted by calling 0800 468 1000 or 020 3151 1000.

If we cannot resolve the problem, we will write to you to say so.

If your complaint has been outstanding for more than 3 Months or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from Otelo - Office of the Telecommunications Ombudsman.

Otelo is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services have been set up to 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.

Otelo

PO Box 730
Warrington
Cheshire
WA4 6WU

Telephone: 01925 430870 or 0845 050 1614

Web site: www.otelo.org.uk

Email: enquiries@otelo.org.uk

Statement of Ethical and Social responsibility

We take fraud, deception, theft, nuisance calls and malicious communications very seriously and work closely with the police and others authorities.

If you have been a victim of any of these activities then please call us on 0800 468 1000 or 020 3151 1000 to report the incident and for information on how to deal with this situation.

Services for people with special needs

We can offer copies of invoices in large print or PDF documents which can be enlarged on screen for customers who have difficulty reading their invoices.

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Data protection

We take the privacy of our customers and visitors very seriously and comply fully with our obligations under the Data Protection Act 1998.

Our Data Protection Registration number is Z8954189 and can be viewed by visiting the Information Commissioner's Office web site.

Code of Practice availability

Copies of this Code of Practice are available upon request by calling us on 0800 468 1000 or 020 3151 100, by emailing support@ttnc.co.uk or by downloading the document from our web site - <http://www.ttnc.co.uk/about/cop.do>.

Ofcom

Ofcom is the independent regulator and competition authority for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services.

Useful addresses:

Ofcom

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Telephone: 020 7981 3040
Web site: www.ofcom.org.uk
Email: contact@ofcom.org.uk

PhonePayPlus

Clove Building
4 Maguire Street
London
SE1 2NQ

Telephone: 020 7940 7474
Web site: www.phonepayplus.org.uk

Otelo

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