

TTNC's Code of Practice

Code of Practice

Regarding complaint handling and dispute resolution for domestic and small business customers

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: +44 (0)800 468 1000 or +44 (0)20 3151 1000

09:00 to 17.00 Monday to Friday.

By Email: support@ttnc.co.uk

By Fax: +44 (0)845 468 1001

By Post: TTNC Limited
4 Wells Street
Chelmsford
Essex
England,
CM1 1HZ

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 forwarding

You can find out more information including our prices, and order all of our products and services by visiting our website (www.ttnco.uk), by emailing sales@ttnco.uk or by telephoning us on +44 (0)800 468 1000 or +44 (0)20 3151 1000.

Terms and conditions

When you subscribe to a service from TTNC Limited, you will be asked to read and agree to our standard Terms and Conditions (www.ttnco.uk/about-us/terms-and-conditions/). Your agreement will be indicated by ticking a mandatory check box on the registration page. If you have any questions about the Terms and Conditions, please get in touch with our Customer Service team on +44 (0)800 468 1000 or +44 (0)20 3151 1000.

We may carry out a credit check as part of our assessment procedures, when applicable.

The majority of our products and services are delivered and made live at the time of ordering when using our website. We aim to provide other services within 1-2 working days of receiving an order. Orders for advanced forwarding features and IVR applications can take up to 2 working days to set up.

Cancellation

If you decide to cancel your order or agreement, without having made use of of the provided services, you may do so without charge within 7 working days after your order is placed. After 7 working days we may charge you an administration fee of £25.00.

You may cancel any service at any time by email notification to accounts@ttnco.uk. The relevant Account shall be closed once any outstanding Charges have been paid and once TTNC have notified the Customer that the Account has been deleted and any Numbers Recovered.

Faults and repairs

Please call our Customer Service team on +44 (0)800 468 1000 or +44 (0)20 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 website, by emailing sales@ttnc.co.uk or by calling us on +44 (0)800 468 1000 or +44 (0)20 3151 1000.

Billing

TTNC operates a pre-pay policy for all products and services.

We are able to take payment via our website or by telephone by credit/debit card. We also accept bank transfers however this should be accompanied by email notification to sales@ttnc.co.uk. 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 into our web based customer control panel, myTTNC and selecting the 'My Details' link under the 'My Account' section or by emailing us at support@ttnc.co.uk to request any changes be made by the Customer Service team.

Number porting

If you move your telephone number(s) from another Service Provider to us we will arrange it with you, where possible, to ensure that the services are switched over at a convenient and appropriate time.

For more information, please call our Customer Service team on +44 (0)800 468 1000 or +44 (0)20 3151 1000.

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 +44 (0)800 468 1000 or +44 (0)20 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 can be contacted by calling +44 (0)800 468 1000 or +44 (0)20 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 8 weeks or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from CISAS - The Communication and Internet Services Adjudication Scheme.

CISAS 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.

CISAS

International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Telephone: 020 7520 3827

Web site: www.cisas.org.uk

Email: info@cisas.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 +44 (0)800 468 1000 or +44 (0)20 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.

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 +44 (0)800 468 1000 or +44 (0)20 3151 1000, by emailing support@ttnc.co.uk or by downloading the document from our web site (www.ttnc.co.uk/about-us/code-of-practice/).

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

CISAS

International Dispute Resolution Centre
70 Fleet Street
London
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Web site: www.cisas.org.uk

Email: info@cisas.org.uk

Freephone: 0800 468 1000

Telephone: 020 3151 1000

Email: sales@ttnc.co.uk

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