



TTNC's Code of Practice

Purpose of this Code of Practice

This Code of Practice informs you about our customer care policies as well as our products and services and has been approved by Ofcom, the independent regulator for the UK Communications Industry.

Introduction to our company and services

TTNC Limited is a Communications Service Provider that provides UK Telephone Numbers, Number Translation Services, Call Management Services and Inbound and Outbound Voice over IP (VoIP) services to business and domestic customers.

How to contact us

You can contact our Customer Service team who are available from 09:00 to 17.00 Monday to Friday (excluding public holidays).

By Telephone:

0800 468 1000 or 020 3151 1000

By Email:

support@ttnc.co.uk

By Fax:

0845 468 1001

By Post:

TTNC Limited, 4 Wells Street, Chelmsford, CM1 1HZ

Our products and services

TTNC provide a wide range of communications services including but not limited to:

- ▶ 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
- ▶ Inbound and Outbound VoIP services
- ▶ Number translation services (call forwarding)
- ▶ Emergency Access (999/112) services

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 **0800 468 1000** or **020 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](#).

You agree to our Terms and Conditions by ticking a mandatory check box on the registration page.

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.

If you have any questions about the Terms and Conditions, please get in touch with our Customer Service team on **0800 468 1000** or **020 3151 1000**.

Cancellation

You may cancel any Service or close down your Account free of charge at any time by emailing our Customer Service team.

Any Renewable Services and Numbers will be removed from your Account and cease to work on either the requested date or the last day of the month once any outstanding Charges have been paid if they are due.

Faults and repairs

If you experience any problems with our service please call our Customer Service team on [0800 468 1000](tel:08004681000) or [020 3151 1000](tel:02031511000).

We aim to respond and resolve any fault and restore full service within our standard response time of 8 working hours from when you notify us of a fault on our service.

We also offer an additional bespoke Service Level Agreements (SLAs) based on the customers specific requirements. You can obtain additional information about our SLAs by contacting our Customer Service Department.

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 customer's account or make a refund within 24 hours of being notified.

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 [0800 468 1000](tel:08004681000) or [020 3151 1000](tel:02031511000).

Billing

TTNC mainly operates a pre-pay policy for all products and services and can accept payment from all Domestic and International Credit and Debit cards via our website or by telephone.

We also accept payment by Direct Debit and by Bank Transfer.

Our bank account details can be found on all of our invoices, if you send us a bank transfers please ensure you notify us of the payment by email.

Please contact our Customer Service Team to set up a Direct Debit.

We do not accept payment by cheque.

Customers can download a copy of any invoice through our customer control panel, myTTNC. All invoices are itemised and we also 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 customer control panel, myTTNC and selecting the 'Change Details' link or by emailing our Customer Service team at support@ttnc.co.uk.

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 [0800 468 1000](tel:08004681000) or [020 3151 1000](tel:02031511000).

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](tel:08004681000) or [020 3151 1000](tel:02031511000).

We 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 [0800 468 1000](tel:08004681000) or

Alternative Dispute Resolution

We are part of the Ombudsman Services dispute resolution scheme. 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 been told that your complaint has reached “deadlock”, then you may ask for help from Ombudsman Services directly:

Ombudsman Services

PO Box 730
Warrington
WA4 6WU

Telephone: 020 7520 3827

Textphone: 0330 440 1600

Fax: 0330 440 1615

Web site: www.ombudsman-services.org

Email: osenquiries@os-communications.org

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](tel:08004681000) or [020 3151 1000](tel:02031511000) 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

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

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

Code of Practice availability

Copies of this Code of Practice are available upon request by calling us on [0800 468 1000](tel:08004681000) or [020 3151 1000](tel:02031511000), by emailing support@ttnc.co.uk or by downloading the document from our web site.

Links and useful Addresses:

Ofcom

Ofcom is the regulator of the UK telecommunications industry.

Telephone: [020 7981 3000](tel:02079813000)

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk

Ombudsman Services

Ombudsman Services Provide dispute resolutions services between member companies and their customers. TTNC is a Ombudsman Services member.

Telephone: [020 7520 3827](tel:02075203827)

Textphone: [0330 440 1600](tel:03304401600)

Fax: [0330 440 1615](tel:03304401615)

Email: osenquiries@os-communications.org

Website: www.ombudsman-services.org

ITSPA

Internet Telephony Service Providers Association are an industry body for ITSPs. TTNC is an ITSPA member.

Telephone: [0203 397 3312](tel:02033973312)

Email: admin@itspa.org.uk

Website: www.itspa.org.uk

FCS

The Federation of Communications Services is an industry body for communications service providers. TTNC is a FCS member.

Telephone: [020 8249 6363](tel:02082496363)

Email: fcs@fcs.org.uk

Website: www.fcs.org.uk

PhonepayPlus

PhonepayPlus is the regulatory body for the premium rate telecommunications industry. TTNC is a PhonepayPlus registered Service Provider.

Telephone: [020 7940 7474](tel:02079407474)

Email: compliance@phonepayplus.org.uk

Website: www.phonepayplus.org.uk

Freephone: 0800 468 1000

Telephone: 020 3151 1000

Email: sales@ttnc.co.uk

Visit us: www.ttnc.co.uk

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