



## TTNC Limited

### Part 1 - Code of Practice for Domestic and/or Small Business Customers

#### Introduction to our Company and Services

TTNC is part of the Chess Limited group which includes Chess Digital and Chess ICT Limited, that delivers communications services to business customers in the UK. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So, we will 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.ttnco.uk/>. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, if required.

#### How to Contact Us

**Please contact our Customer Service Team using one of the following:**

**By Phone:** 0800 468 1000 Opening Hours: 9am – 5pm Monday to Friday (excluding Bank Holidays)

**Via Online live Chat:** via the website <https://www.ttnco.uk/>

**By Email:** [support@ttnco.uk](mailto:support@ttnco.uk)

**By Letter:** TTNC Customer Services, Bridgford House, Heyes Lane, Alderley Edge, Cheshire SK9 7JP

**Or via the myTTNC Customer Portal:** [myTTNC, Advanced Telephone and Call Management Service](#)

**Our registered office address is:** Bridgford House, Heyes Lane, Alderley Edge, Cheshire SK9 7JP

#### 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 these providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements and work to all relevant laws and regulations.

#### Our Products and Services

- Virtual Numbers
- VoIP & IP telephony services
- VoIP hardware
- SMS Services

**For more details on any of our products and services, or to place an order immediately, please contact our Sales Team on 0800 468 1000.**

#### 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 TTNC, we will send you our Terms and Conditions and a short summary of your main contract terms with a more detailed set of contract information, in writing, before we ask you to sign the contract. If you have any questions, please phone our Customer Service Team on 0800 468 1000. 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 the SLAs set out in the relevant Ts & Cs schedule, subject to the availability and installation of any equipment.

#### Cancellation



If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days of your order being placed. For cancellations after ten 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 our Customer Service Helpdesk on 0800 468 1000. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0800 468 1000, giving us one month's notice.

### **Faults and Repairs**

Please call our Fault Service Team on 0203 151 1000 or raise a support ticket via [support@ttnc.co.uk](mailto:support@ttnc.co.uk) if you experience a fault with any of our services.

We do not set any operational service levels in respect of:

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

### **Compensation and Refund Policy**

We do not offer compensation payments in any circumstances for failure to meet the service levels listed above.

### **Price Lists**

Our pricing structure is available via our website <https://www.ttnc.co.uk/>. We will write to you in advance, if we change the pricing structure on your products and services.

### **Billing**

We will bill you monthly.

You can choose to pay us via a range of options including credit card, direct debit and cheque. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide electronic itemized bills as part of our service to you.

If you have difficulty paying your bill, please contact us on 0800 468 1000 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business 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.

All our services are on a pay-as-you-go basis and you can set a low credit alert when you set up your account. The default alert amounts are £15, £10 or £5.

### **Number Porting**

Chess recognize 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 hold with your old provider, we will arrange it if you ask us. We will work with you to ensure that your services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0800 468 1000.

Ofcom guidance relating to switching your voice services, to us or away from us, is available here: <https://www.ofcom.org.uk/siteassets/resources/documents/phones-telecoms-and-internet/information-for-industry/general-authorisation-regime/unofficial-consolidated-general-condition-extract-c7---switching>

### **Directory Entries**

You are entitled to a Directory Entry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 0800 468 1000.



### **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 [customer-complaints-code-sepd3774sept21.pdf](#). Alternatively, copies are available free of charge and on request from our Customer Service Team on 0344770 6000.

### **Services for People with Special Needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Text Relay Service
- Mobile SMS access to Emergency Services
- Third party bill management
- Access to a free Directory Enquiries service for people who are unable to use a printed phone book
- Copies of bills, contracts and this Code of practice, in an accessible format
- Emergency Video Relay

### **Data Protection**

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



## **Part 2 - Code of Practice for Calls to Premium Rate Service, Unbundled Tariff and Personal Numbers**

### **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 Service (PRS) calls and on our charging policy for calls to PRS numbers.

### **Unbundled Tariff Numbers**

Unbundled Tariff Numbers are non geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

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. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT).

The Access Charge is retained by us, your phone company. Our Access Charge for calling Unbundled Tariff numbers is 16.08p. Unbundled Tariff numbers in the 087, 090, 091, 098, or 118 ranges are not included in your monthly call minutes allowance.

### **Personal Numbers**

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are not included in your monthly call minutes allowance.

### **Controlled Premium Rate Services**

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which can cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and are 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. Calls to 118 services are capped at £3.65 for a 90-second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, 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 offer call barring to restrict access to "09" numbers. Please call our Customer Service Team on 0344 770 6000 for advice on this.

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 directly to find contact details for a 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 Michael Leighton, Customer Support Director by email ([directorsoffice@chessict.co.uk](mailto:directorsoffice@chessict.co.uk)), 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 ultimately, referring to your complaint to CISAS.

### **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 1624

E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.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**

c/o Ofcom

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

T: 0300 30 300 20 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: 0207 291 3320

E: [tps@dma.org.uk](mailto:tps@dma.org.uk)

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

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

**Unit 14, The Stottie Shed, Baker's Yard, Christon Road, Gosforth, Newcastle upon Tyne, NE3 1XD**

T: +44 (0)20 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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