

## NFON UK LIMITED

### CODE OF PRACTICE

#### Including our Code of Practice for Premium Rate Services and NTS calls

##### ***Part 1 - NFON UK Limited Code of Practice for Small Business Customers***

###### ***Introduction to our company and services***

NFON UK LIMITED is a limited company 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 at [www.nfon.com/gb](http://www.nfon.com/gb). Additional copies are available on request and free of charge to small business customers. It is also available in alternative formats, (e.g. large print)

###### ***How to contact us***

Please contact our Customer Service Team:

By phone: From 9:00am until 5:30pm Monday-Friday on 020 3740 6740 (Option 3).

By email: [uk-customerservice@nfon.com](mailto:uk-customerservice@nfon.com)

By fax: 020 3740 6712

By letter: NFON UK Ltd. 140 Wales Farm Road, London, W3 6UG

Website: [www.nfon.com](http://www.nfon.com)

###### **NFON UK Ltd.**

Registered address:  
Ground Floor, Belmont Place,  
Belmont Road, Maidenhead,  
SL6 6TB, United Kingdom

Telephone: +44 (0) 20 3740 6740  
Fax: +44 (0) 20 3740 6712  
[www.nfon.com](http://www.nfon.com)

Company Reg. No.: 8510507  
VAT Number: 164828874

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

###### ***Our products and services***

- Landline telephones (all handsets are VoIP) from Yealink, Panasonic, snom, Mitel, Polycom and others.
- VoIP & IP telephony services
- Geographic numbers
- Non-geographic numbers

NFON UK Ltd. 140 Wales Farm Road London W3 6UG United Kingdom

- Softphones (Skype for Business, Softphone for Windows, Softphone for Mac)
- Computer Telephony Integration (NCTI)
- Call recording
- Telephony Preference Services
- Desktop Sharing and Collaboration
- Conferencing Service
- UK Number allocation and porting
- International number allocation and porting (limited destinations)

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on [uk-orders@nfon.com](mailto:uk-orders@nfon.com) or call 020 3740 6740 (Option 1).

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Sales Team on [uk-sales@nfon.com](mailto:uk-sales@nfon.com) or call 020 3740 6740 (Option 1).

### **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 NFON UK LIMITED, we will send you our Standard Terms and Conditions and ask you to sign an order form. If you have any questions, please phone our Customer Service Team on 020 3740 6740 (Option 3). We may carry out a credit check as part of our assessment procedures.

Where applicable the minimum contract term for our services will be 30 days or 36-month period as specified in the Order Form from the date the Contract comes into force and will continue until terminated in accordance with Standard Terms and Conditions. We aim to provide services within ten working days of your original request, subject to the availability and installation of any equipment and your network and Internet readiness for compatibility with our service. If we need to carry out a survey of your premises we will inform you of the revised timescales and cost implications as soon as we can.

### **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. If the services have been provided cancellation of the contract is subject to termination charges for the term of the contract. This is applicable to contracts with a term other than 30-days. Cancellation charges are calculated as per the following: (Contract Term – Served Period) x Monthly Charge. For 30-day contracts, the contract shall automatically renew for successive 30-day periods unless either party gives the other not less than 4 weeks' written notice of non-renewal, such notice to expiry on the expiry of the then current term. Cancellation requests should be emailed to Customer Service Helpdesk on [uk-customerservice@nfon.com](mailto:uk-customerservice@nfon.com).

### **Faults and repairs**

Please call our Support Team on 020 3740 6740 (Option 2) if you experience a fault with any of our services. We aim to have this investigated and repaired within 10 working days.

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### **Compensation and refund policy**

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 30 working days. Any refunds that are due will be credited over a period of time determined by NFON UK Limited.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 020 3740 6740 (Option 3). We will write to you in advance if we change the pricing structure on your products and services.

### **Billing**

We will bill you on monthly basis. On or before the 10th working day of each calendar month, NFON emails out invoices to the Customer for Service activation fees, Service monthly fee and call charges incurred in the previous month. This may also include Hardware costs if not subject to prepayment or other payment arrangements previously agreed by NFON. Invoices are due for payment within fourteen days (14) of receipt by email and are settled by direct debit or bank collection.

All our customers are setup on direct debit. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills/airtime at no cost as part of our service to you.

If you have difficulty paying your bill, please contact us on 020 3740 6740 (Option 3) and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. In any event, you will be given 48 hour notice of any decision to disconnect your services.

### **If you are moving office**

Please call our Customer Service Team on 020 3740 6740 (Option 3) no later than 30 days before your move date. We will amend your account and billing requirements as necessary.

### **Number porting**

NFON UK LIMITED recognise 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 have with your old provider, we will arrange it if you ask us. We will 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 020 3740 6740.

### **Directory Entries**

You are entitled to a Directory Entry listing (including an entry in the Phone Book). If you do want your details included, please contact our Customer Service Team on 020 3740 6740.

### **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

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take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at [www.nfon.com/gb](http://www.nfon.com/gb). Alternatively, copies are available free of charge and on request from our Customer Service Team on 020 3740 6740 (Option 3).

### ***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 older or who may have a disability, including:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print for customers who have difficulty reading their bill

Copies of this Code are available in larger print on request.

### ***Data protection***

We comply fully with our obligations under the Data Protection Act 1998.

## **Part 2 - NFON UK Limited**

### ***Code of Practice for Premium Rate Service and Number Translation Service Calls***

#### ***Purpose of this Code of Practice***

This code informs you, our small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

#### ***Premium rate services***

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and 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.

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 and this can be between 7p and £3 per minute, or £5 per call or per text (excl. vat). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

If you have a problem with PRS, 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 use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 020 3740 6740 (Option 3) for advice on this. We can give you a factsheet on PRS.

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You can also ask for help from 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 direct and find contact details for the company in question or to submit a complaint. PSA has 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.

### **Number translation services**

Number translation services (NTS) are based on numbers that are normally prefixed “08”. For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as “follow me” type services.

Charges for calling services on NTS numbers 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 and this can range from free up to 10.8p per minute or per call (excl. vat). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Marie Ellis (tel. 020 3740 6740 (Option 3) or email [marie.ellis@nfon.com](mailto:marie.ellis@nfon.com)), who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to The Communications Ombudsman.

### **Internet diallers**

If you use the Internet, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. Phone-paid Services Authority has been given responsibility for policing this type of activity and you can contact them via [www.psauthority.org.uk](http://www.psauthority.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact Phone-paid Services Authority, see the “Useful addresses” section below. We can also help by barring calls to 09 numbers.

### **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.

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## Useful addresses

**The Ombudsman Services** - 3300 Daresbury Park, Halton, Cheshire, WA4 4HS  
Tel: 0330 440 1614 email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org) website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

**Ofcom** - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or  
0300 123 3333 email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

**Phone-paid Services Authority** - 40 Bank Street London E14 5NR. Tel: 0800 500 212 or 020 7940  
7474  
Website: [www.psauthority.org.uk](http://www.psauthority.org.uk) email [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

**Telephone Preference Service** - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070  
0707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

**Federation of Communication Services (FCS)** - Provident House, Burrell Row, Beckenham, Kent  
BR3 1AT. Tel: 020 7186 5432 email: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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