



## URBAN WIMAX LTD CODES OF PRACTICE

### Including our Code of Practice on Complaint Handling and Dispute Resolution and our Code of Practice for Premium Rate Services and NTS calls

#### ***Part 1 – Urban Wimax Ltd Code of Practice on Complaint Handling and Dispute Resolution for Small Business Customers***

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

**Urban Wimax Ltd** is an independent company that delivers communications services to business customers within the United Kingdom. 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, and customer-care policies. Our code of practice on complaint handling and dispute resolution has been approved by Ofcom, the independent regulator for the UK communications industries for the purposes of section 52 of the Communications Act 2003. This Code of Practice is published on our website at: [www.urbanwimax.co.uk](http://www.urbanwimax.co.uk). Additional copies are available on request and free of charge to any small business customer. It is also available in larger print.

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

From 8am until 6pm Monday - Friday.

##### **By phone:**

Please call the appropriate number for your query below:

- **Customer Services** - 0845 331 3004
- **Technical Support** – 0845 331 3049
- **Billing** – 0845 331 3600

**By email:** [clientservices@urbanwimax.co.uk](mailto:clientservices@urbanwimax.co.uk)

**By fax:** 0845 331 002

**By letter:** Urban Wimax Ltd, 22 Southampton Place, London WC1A 2BP;

**By website** [www.urbanwimax.co.uk](http://www.urbanwimax.co.uk)

##### ***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***

- Urban Wimax data connection services
- Urban Wimax advanced voice services
- Urban Wimax Online Back-up services

For more details on any of our products and services, or to place an order immediately, please contact our Sales Team on 0845 331 3008.

## **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 **Urban Wimax Ltd**, we will send you our Standard Terms and Conditions and Service Level Agreement, if applicable. If you have any questions, please phone our Customer Service Team on 0845 331 3004. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is 12 months. We aim to provide services within ten working days of your original request, subject to site survey, the availability and installation of any equipment and, where appropriate, landlord approval. If we need to carry out any further work to deliver your service. We will inform you of the revised timescales 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 up to the point that you agree a date with us for the installation work on your premises to be carried out. This does not affect your right to cancel within seven days. If you wish to terminate your contract within the minimum term we have agreed with you, 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 0845 331 3004, giving us one months notice.

## **Faults and repairs**

Please call our Technical Support Team on 0845 331 3049 if you experience a fault with any of our services. We aim to have service affecting incidents investigated and repaired within 5 hours.

## **Compensation and refund policy**

The Urban Wimax services are backed by a Service Level Agreement. Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 10 working days. Any refunds that are due will be credited to the next month's invoice.

## **Price lists**

Our pricing structure is available from our Sales Team on 0845 331 3008. We will write to you in advance if we change the pricing structure on your products and services.

## **Billing**

We will invoice you monthly or as a one off charge for shorter term contracts. You will receive the invoice by email to your nominated contact(s).

You will pay us normally by direct debit, and payment is due by 15 days from the date of the invoice

We provide a detailed breakdown of our service charges by site, and for voice services we will provide you with call by call charges on a CSV file with your emailed invoice.

If you have difficulty paying your bill, please contact us on 0845 331 3004 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.

## **If you are moving home or office**

Please call our Customer Service Team on 0845 331 3004 no later than 14 days before your move date. We will endeavour to re-provision your service at the new location, subject to checks, at the absolute discretion of Urban Wimax, on the adequacy of the service quality that we can provide. If we are providing you with voice services, we will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible. We will amend your account and billing requirements as necessary

## **Number porting**

Urban Wimax Ltd 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 from 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 0845 331 3004

## **Directory Entries**

You are entitled to a Directory Enquiry 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 0845 331 3004

## **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.

If you have a complaint about any part of our service, please contact our Customer Service Team on 0845 331 3004. We will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing: Urban Wimax, 22 Southampton Place, London WC1A 2BP

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 Chief Executive Officer (CEO) at the above address. 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 the Communication and Internet Services Adjudication Scheme (CISAS): 24 Angel Gate, City Road, London EC1V 2PT Tel: 0845 1308 170 e-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk) Website : [www.cisas.org.uk](http://www.cisas.org.uk)

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services 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.

## **Nuisance calls**

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 0845 331 3008 to report the incident and for information on how to deal with it.

## **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
- Copies of bills in large print for customers who have difficulty reading their bill

Copies of this Code are available in larger print and other formats on request

### **Data protection**

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

## **Part 2 - URBAN WIMAX LTD Code of Practice for Premium Rate Services and NTS Calls**

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

This code informs you about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to NTS and PRS 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". Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are added to your telephone bill. Calling a PRS number generally costs between 10 pence and £1.50 per minute, per call or per text (incl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team 0845 331 3004

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. You can use call barring to restrict access to "09" numbers if you have taken our Hosted PBX services. Please call our Customer Service Team on 0845 331 3004 for advice on how you may set-up and maintain the barred numbers.

You can also ask for help from PhonepayPlus (formerly ICSTIS), which is the industry-funded regulatory body for Premium Rate Services. PhonepayPlus operates a code of practice that sets out standards for the operation of PRS. You can use the PhonepayPlus website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) check PRS numbers direct or to download a complaint form. PhonepayPlus has legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also impose penalties on content service providers. For other ways to contact PhonepayPlus, see the "Useful addresses" section below.

### **Number translation services**

Number translation services (NTS) are based on numbers that are normally pre-fixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). 0844 and 0845 numbers are used for dial-up pay-as-you-go Internet access and customer service helplines. 0870 and 0871 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.

Charges for calling services on NTS numbers are added to your telephone bill and prices range from free up to 10p per minute or per call (incl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team 0845 331 3004 and via our website: [www.urbanwimax.co.uk](http://www.urbanwimax.co.uk)

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Richard Robb, Finance Director Tel: 0845 331 3600 or email [richard.robb@urbanwimax.co.uk](mailto:richard.robb@urbanwimax.co.uk) 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 this code including, ultimately, referring your complaint to CISAS email: [info@cisas.org.uk](mailto:info@cisas.org.uk) Tel: 0845 1308 170

## **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. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, 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 0700707.

## **Useful addresses**

**Communication and Internet Services Adjudication Scheme (CISAS)** - 24 Angel Gate, City Road, London EC1V 2PT Tel: 0845 1308 170 or 0207 520 3827 e-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk) Website: [www.cisas.org.uk](http://www.cisas.org.uk)

**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)

**PhonepayPlus** (Formerly ICSTIS) - Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500212 or 020 7940 7474 Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

**Telephone Preference Service** - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 0700707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

**Federation of Communication Services (FCS)** - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 email: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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