

Voip Unlimited Code of Practice on Complaint Handling and Dispute Resolution

Introduction to our Company:

Voip Unlimited is an independent Internet Telephony Services Provider, with its own private network and cloud telephony platform, which delivers communications services to business customers, both nationally and internationally.

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.

This code is published on our website: <https://www.voip-unlimited.net/legals/>, and copies in alternative formats are available on request (free of charge).

How to Contact us:

For any sales enquiries, please contact our Sales Team:

- By phone: 01202 612000;
- by e-mail: sales@voip-unlimited.net;
- (between 09:00 and 17:00 hrs, Monday-Friday)

For general enquiries, please contact our Customer Service team:

- by phone: 01202 612000;
- by email: customer.services@voip-unlimited.net

All written correspondence should be sent to:

- Voip Unlimited, 6 Albany Business Park, Cabot Lane, Poole, BH17 7BX

Contact is also available via live chat on our website: <http://www.voip-unlimited.net>

Our Commitment to You:

We are committed to giving you the highest quality of customer service, and make every reasonable effort to supply services that satisfy your requirements. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We obviously comply with all relevant laws, regulations, and standards.

Our Products and Services:

Our products and services, and the associated service schedules, are grouped as follows:

- SIP Services;
- Ethernet Services;
- Landline Telephony Services;
- Broadband Services;
- UCAAS
- Mobile Services; and
- Non-Regulated Products and Services.

For more details on any of our products and services, or to place an order, please contact our Sales Team on 01202 612000, or sales@voip-unlimited.net.

Marketing:

We work to the principles in the UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (CAP Code), which are available on the website of the Advertising Standards Authority: <https://www.asa.org.uk/>

Terms and Conditions:

When you open an account with us, or change your name, we will carry out a credit check as part of our assessment procedures; and when you order services from us, we will ask you to sign a contract (which includes a Service Order Form and our Master Services Agreement).

Our standard terms and conditions, including the Master Services Agreement, are available on our website: <https://www.voip-unlimited.net/legals/>. If you have any questions, please contact our Sales team on 01202 612000, or sales@voip-unlimited.net.

Minimum contract terms for our services vary from 12 months to 36 months, from the service commencement date, dependant on the service requested. For each service, the minimum contract term is set out in the relevant Service Order Form (and in the service schedules within our Master Services Agreement).

Cancellation:

If you wish to terminate your contract, we will need you to complete a formal cancellation form, which is available from our Cancellations team at cancellations@voip-unlimited.net.

In-service cancellations are subject to cancellation charges and notice periods, which are set out in the relevant service schedule(s) in respect of the service(s) being terminated; and notice will start when we receive the completed cancellation form (which to protect you, and to ensure its authenticity, we will only action if received from an authorised email address).

Faults and Repairs:

If you experience a fault with any of our services, please contact our technical support on 01202 612000, or via our customer portal. We aim to have any faults investigated within 24 business hours.

Data Protection:

We comply fully with our obligations under the General Data Protection Regulations (GDPR) 2018, and the UK Data Protection Act 2018.

Price lists:

Detail of our pricing is available from our Sales Team on 01202 612000; or via our customer portal for existing customers. Pricing may be changed from time to time due to general changes in pricing policy, or due to promotional offers, or in accordance with our Master Services Agreement.

Billing and Payment:

Invoices will be raised on or around the 1st working day of every month, and are available via the customer portal. Services will either be billed, monthly, quarterly, or annually in advance depending on the services ordered, and usage charges (e.g. for calls) are charged in arrears. Specific charging details are included in the relevant service schedule, part of the Master Services Agreement.

Call charges are shown itemised on your invoice, or in an associated .csv file (provided free of charge as part of our service to you) depending on your preference.

Copies of all current (and previous) invoices and .csv files are available through our customer portal.

We require customers to pay by Direct Debit for services. Exceptionally, customers may pay by credit card (for amounts less than £150), or BACS – but these methods will incur administration and processing charges, and further, more detailed, credit checking.

If you wish to change your method of payment at any time, please call our Billing Team on 01202 612000.

If you have difficulty paying your bill, please contact our Billing Team on 01202 612000, and we will try to arrange a different method of payment. We will do all we can to help our customers manage their bills and avoid termination of their services.

Number Porting:

We recognise that keeping your existing telephone number(s) may be important to you. If you move your business to us (or from us) and wish to keep your existing number, we can arrange this for you. This is a process known as number porting, and we will work with the losing (or gaining) provider to ensure that services are switched over at a convenient and appropriate time.

For more information, please email our Sales Support Team on sales.support@voip-unlimited.net who can explain the number porting procedure and associated charges.

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 customer.services@voip-unlimited.net, or 01202 612000. Our advisors will ask you about your complaint and seek to resolve the problem. During any communications we will protect the privacy of the information that we hold about you. To do this we may have to ask questions to confirm that we are communicating with the right person.

You may also send your complaint to us by post at:

Voip Unlimited, 6 Albany Business Park, Cabot Lane, Poole, Dorset, BH17 7BX

We will try to resolve your complaint quickly and efficiently, and 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 Managing Director at the above address. If we cannot resolve the problem, we will write to you to say so.

Our policy is to consider each complaint on a case-by-case basis, but as a general rule we will not compensate for any perceived loss of business due to a service failure.

If you remain unhappy and wish to pursue your complaint further, 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:

Communications Ombudsman:

- Communications Ombudsman
PO Box 730
Warrington WA4 6WU
- Tel: 0330 440 1614
- e-mail: enquiry@commsombudsman.org
- Website: <https://www.commsombudsman.org>

Communications Ombudsman is an independent organisation 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 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 very seriously the problem of nuisance calls and malicious communications. 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 email our Customer Service Team on customer.services@voip-unlimited.net to report the incident, and for information on how to deal with this situation.

Useful addresses:

Information Commissioners Office:

Wycliffe House,
Water Lane,
Wilmslow, SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/>

Ofcom:

Head Office:
Riverside House,
2a Southwark Bridge Road,
London SE1 9HA
Tel: 0300 123 3333
Website: <http://www.ofcom.org.uk>

Postal Complaints:

PO Box 1285
Warrington WA1 9GL

Ombudsman Services:

Communications Ombudsman
PO Box 730
Warrington WA4 6WU
Tel: 0330 440 1614
e-mail: enquiry@commsombudsman.org
Website: <https://www.commsombudsman.org>

Telephone Preference Service:

Rapier House
40-46 Lamb's Conduit Street
London WC1N 3LJ
e-mail: tps@dma.org.uk
Website: www.tpsonline.org.uk