



## What Is The Purpose Of This Code?

This Code of Practice is designed to aid our customers by providing information about their relationship with Hello Telecom (UK) plc as their telephony supplier.

## Who We Are

Hello Telecom (UK) plc (Hello) is a Service Provider (SP) of communications services and products. We offer voice, data (ADSL and other types of Broadband) to businesses throughout the UK. We supply, install and maintain a variety of phone systems and equipment.

Our primary route to market is via a number of Channel Partners who sell our products. Although the partner may sell the services to the customer, the decision to accept the contract and responsibility for the provision of services rests totally with Hello.

## Our Customers

Hello's target market is the business community. We do not target domestic consumers and our products are not defined by this group's needs. We aim to supply exceptional value and service to business customers large and small. We pride ourselves on the breadth of our product range, being able to span voice, mobile and data services all charged on a common account.

We understand that customer satisfaction is the most important part of our business. Hello values its customers and aims to provide the best value and the highest standards of customer service. This will be achieved by maintaining the focus on our target market.

## How to contact us

### Customer Services:

- Telephone: **0115 852 6600**
- Fax: **0115 852 6609**
- Email: **info@hello-telecom.co.uk**

Our Customer Services section is open from 9am till 5pm Monday to Friday (excluding public holidays).

We have a website that you can visit at: **www.hello-telecom.co.uk**

If you would prefer to write to us instead, please address your letter to: **Hello Telecom (UK) plc, 19 Musters Road, West Bridgford, Nottingham NG2 7PP**

## Services for Disabled or Elderly Customers

Hello will assess all requests for information and make special arrangements on a case-by-case basis. Examples would be the provision of product information and contract information and the availability of bills or our Customer Complaints Procedure document in Braille or by audio or large print. Please contact our Customer Service Department for assistance and further information (please see contact details above).



## **Our Products**

Hello provides a wide range of communications services which includes but is not limited to:

VoIP phone services

Fixed-line services – we can provide for new, or transfer from BT, existing lines of the following types:

- Standard analogue lines
- ISDN2 digital lines
- ISDN30 digital lines

Voice calls – these can be delivered to you in a number of ways:

- Direct and indirect phone services
- Carrier Pre-Selection calls

Non-Geographic Number services – this includes number translation services where a person calls an 0800, 0845, 0870 or similar number but the calls are delivered to a standard phone line that you have nominated to us. It also covers the provision of premium rate services which work in the same way but the caller can pay a range of prices dependant on the service being provided. All of these services can be received by human operators or by automated services.

## **Data Services**

These services include the provision of Broadband data transmission via a variety of means which include:

- ADSL
- Leased-lines

We can also provide ISP services such as email, webspace etc. If you would like to enquire about a service please call our Customer Services line on: **0115 852 6600** or by email: **info@hello-telecom.co.uk**

## **Customer Service Management**

Customer satisfaction is vitally important to our business. We describe below in some greater detail our approach to our customers and the kind of customer services we will offer you.

## **Cancellation of Service**

You are usually able to terminate any of our services by giving one (1) months' notice. Please note, however, that our services are subject to a minimum contract period as specified in your contract, usually between 12 and 36 months calculated from the date when your service commenced.



## **Faults and Repairs**

We aim to fix any fault and restore full service within a standard response time of 8 working hours from when you notify us of a fault on our service. This is a target time which means that we do not offer any compensation if we fail to meet this target unless we have specifically agreed with you that such compensation shall be payable. We also offer additional service level agreements which are agreed separately with our customers. These service level agreements are tailor-made to correspond to individual customers' needs. You can obtain additional information by contacting our Customer Service Department.

## **Price Tariffs**

Our tariffs are tailored to our customers. The factors which affect this are call volume, call types and term of agreement. We will provide you with a quotation, proposal or tariff detailing the charges we will make. We are a pro-active service provider and we will aim to ensure that your tariff continues to offer good value. If you would like further details or a specific quotation please contact our Customer Services Department by the following methods:

- Telephone: **0115 852 6600**
- Fax: **0115 852 6609**
- Email: **info@hello-telecom.co.uk**

## **Billing and Payment**

We generally invoice our customers on a monthly basis but this may vary depending on the service concerned. Periodically your account may contain charges from an earlier period. This is due to the late delivery of call data from a network supplier.

We will accept the following methods of payment: Direct Debit, BACS, and Cheques. We prefer Direct Debit and will levy a handling charge for payments by any other method.

Our standard bills are itemised to the degree that you request and are delivered by post or email as you request. If you have any special billing presentation requirements we may be able to meet these at no cost but we reserve the right to make a handling charge if there is a lot of work involved in doing so.

## **Debt Management and Disconnection Policy**

You have a duty to pay our bill when it is due. If you fail to do so we will send a number of letters to prompt your payment and make you aware of any action we are taking or planning to take. This may ultimately result in your service being disconnected if the bill is not settled. It is our intention to help to the best of our ability customers with payment difficulties.



## Complaints

We have a process in place for responding to customer complaints which is described in a separate document called "Hello Customer Complaints Procedure". This document can be found on our website [www.hello-telecom.co.uk](http://www.hello-telecom.co.uk). A copy may also be requested from our Customer Services department on **0115 852 6600**.

In order to provide customers with an alternative dispute resolution (ADR) channel we have become members of the Ombudsman Service. The Ombudsman Service is an independent service that has been approved by the regulator (Ofcom). As members we undertake to comply with the Ombudsman Services' rulings in connection with any customer complaints. The Ombudsman Service can be contacted via their website: [www.ombudsman-services.org](http://www.ombudsman-services.org); by telephone on **0330 440 1614** or in writing to their offices at **PO Box 730, Warrington WA4 6WU**.

## Number Portability

We are able to port your number to and from other operators subject to technical availability. We may charge you for porting a number.

## Data Protection

Hello may use your personal information together with other information for providing telecommunications services, marketing, administration, and training. We may disclose your information to service providers and agents for these purposes. We may also keep your information for a reasonable period of time for marketing purposes in order to contact you about our services, but you can choose not to receive such marketing material at any time by notifying Customer Services in writing.

## Terms and Conditions

The contract you sign to request our services has the terms and conditions detailed on the reverse of your copy. If for any reason the sales person does not leave you a copy, one can be obtained from the Customer Services Department. The Terms and Conditions describe the general legal and contractual obligations between our customers and us. The details of the terms and conditions will vary depending on the kind of service we offer.

## Phonebooks

We are happy to provide you with a phonebook if you want to receive one. There is a charge for this service. Please contact our Customer Service Department to request a phonebook.

## Call Barring

If you want to have a particular number type barred so that it cannot be dialled from your phone, please contact our Customer Service Department.



### **Premium Rate Services**

PhonepayPlus regulates all Premium Rate Services (PRS). PhonepayPlus will be pleased to hear from you if you have a complaint about the way in which PRS's are advertised or provided, the transparency of the cost of the services or the number behind which they are provided, or the way in which information received via a PRS number has been presented during the calls concerned. You will find the contact details for PhonepayPlus on their website at: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk). All calls to Premium Rate Service numbers are charged at a higher rate than normal local, regional and national calls. If your complaint involves a dispute over charges for these calls, please contact our Customer Service Department (please see contact details above under Section 3). We will ensure that your concerns are looked into thoroughly and professionally. If we believe the call charges to be correct it may still be possible to obtain compensation from the Service Provider responsible for the PRS service involved via PhonepayPlus. Although PRS Service Providers are under no obligation to provide compensation for any calls other than those made to PRS numbers which provide a "live", non-recorded service, they will sometimes provide compensation on a voluntary basis for calls made to recorded information PRS numbers.

### **Copy of Code of Practice**

You can obtain a copy of this Code of Practice by contacting our Customer Service Department.

### **Status of this Code of Practice**

This Code of Practice is not legally binding upon either yourself or Hello and as such cannot be relied upon in a court of law.

### **Approval and Review**

This Code of Practice has been approved by Ofcom and will be reviewed and updated as and when required but at least every 12 months. Ofcom can be contacted as follows:

#### **Office of Communications (Ofcom)**

Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

Phone: **0207 981 3000**

Fax: **0207 981 3333**

Email: **[contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)**

Website: **[www.ofcom.gov.uk](http://www.ofcom.gov.uk)**

Ofcom is the main regulator for the UK telecommunications industry.