



## Basic Code of Practice for Small Business Customers

### Introduction to the company and services

Pen Telecom Ltd is an independent company that delivers communications services to business customers. 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.pen-telecom.co.uk](http://www.pen-telecom.co.uk). Additional copies are available on request and free of charge to any small business customer.

### How to contact us

Please contact our Customer Support Team

- By phone: 020 8150 9300 from: 9am until 5.30pm Monday-Friday
- By email: [service@pen-telecom.co.uk](mailto:service@pen-telecom.co.uk)
- By letter: PenTelecom Ltd, 26 London Road, St Albans, Hertfordshire, AL1 1NG
- Website: [www.pen-telecom.co.uk](http://www.pen-telecom.co.uk)

### Our commitment to you

We are committed to giving you the best 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 and landline calls
- WLR – Wholesale Line Rental and CPS – Carrier Pre-Selection
- ISDN – digital telephone lines
- Internet access via DSL (aka broadband) and leased line
- Hosted VoIP & SIP Trunk services, including hosted contact centre
- Wide area data networks (e.g. MPLS)

For more details on any of our products and services, please contact our Service Team on 0208150 9300.

### Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct

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Marketing, which are set out on the website [www.cap.org.uk](http://www.cap.org.uk)

## Terms and conditions

When you ask to subscribe to a service from Pen Telecom Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Service Team on 020 8150 9300. We may carry out a credit check as part of our assessment procedures. The standard contract term for our services is 90 days unless otherwise specified.

We aim to provide services within the lead time we quote, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, 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 within ten working days after your order is placed or up to noon the day before the service is installed, whichever is the sooner. 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 contracted minimum term, please inform us in writing or via email. After the minimum term you can cancel any service by writing to us, but you must give us the notice defined in the contract. Where applicable we will charge you an administration fee as set out in your contract.

## Faults and repairs

Please contact our Support Team on 020 8150 9300 via email if you experience a fault with any of our services. We will aim to acknowledge the fault within 4 hours, and repair within the timescales appropriate based on the service you are renting.

## 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 to the next month's invoice.

## Billing

We will bill you monthly (unless otherwise agreed). Payment is strictly by direct debit. If you wish to change your method of payment at any time, please contact our Customer Support Team. We provide itemised bills as part of our service to you.

If you have difficulty paying your bill, please contact us on 020 8150 9300 as soon as possible and we will try to arrange a different method of payment. We do all we can to help our small business customers to manage their bills and avoid disconnection.

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## If you are moving premises

Please contact our Customer Service Team no later than 30 days before your move date. We will amend your account and billing requirements as necessary. Where relevant 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.

## Number porting and number transfers

We 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 contact our Customer Service Team.

## Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed (but not including VoIP) and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team. There may be a charge.

## 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 on our website. Alternatively, copies are available free of charge and on request from our Service Team on 020 8150 9300.

## 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 Service Team on 020 8150 9300 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:

- Access to the Customer Service Team,
- Fault repair and assistance, and
- Additional help and support if you have difficulty paying your bill

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

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## Data protection

We comply fully with our obligations under the Data Protection Act 2018 which is the UK's implementation of the General Data Protection Regulation (GDPR).

## Ofcom Regulations

Pen Telecom and all other UK communications providers are regulated under Ofcom's General Conditions of Entitlement. These regulations apply to anyone who provides an electronic communication service or an electronic communications network.

More specifically, General Condition 24 regulates how communications providers are able to market and sell fixed-line telephony services to customers. Full details of General Condition 24 are available at [https://www.ofcom.org.uk/\\_data/assets/pdf\\_file/0017/34091/statement.pdf](https://www.ofcom.org.uk/_data/assets/pdf_file/0017/34091/statement.pdf)

General Condition 23 regulates how communications providers are able to market and sell mobile telephony services to customers. Full details of General Condition 23 are available at [https://www.ofcom.org.uk/\\_data/assets/pdf\\_file/0028/86275/General\\_Condition\\_23.pdf](https://www.ofcom.org.uk/_data/assets/pdf_file/0028/86275/General_Condition_23.pdf)

## Pen Telecom's Regulatory Compliance Policy

Pen Telecom's aim is to be compliant with all regulatory requirements for its industry. We consistently work towards fulfilling these requirements by training and monitoring our people, auditing, and updating our policies and processes so they reflect new and existing regulations.

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