



RYLAND COMMUNICATIONS LTD CODE OF PRACTICE

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

Part 1 - Ryland Communications Ltd Basic Code of Practice on for Business Customers

Introduction to our company and services

RYLAND COMMUNICATIONS 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.rylandcommunications.co.uk Additional copies are available on request and free of charge to any business customer.

How to contact us

Please contact our Customer Service Team:

By phone: From 9am until 5:30pm Monday-Friday for all enquiries and out of hours faults 0800 652 22 33

By email: info@rylandcommunications.co.uk

By fax: 01634 731 361

By letter: Ryland Communications Ltd, 1 Beaufort House, Beaufort Court, Sir Thomas Longley Road, Medway City Estate, Rochester, Kent ME2 4FB

Website: www.rylandcommunications.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

- Call Routing
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Call Conferencing
- ADSL
- High Speed Fibre Broadband (FTTC)
- Leased Lines
- EFM
- MPLS
- SIP Trunking
- Hosted PBX
- Non-Geographic Numbers
- Virtual Geographic Numbers
- Fax to Email
- Auto Attendant/IVR

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0800 652 22 33.

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

Terms and conditions

When you subscribe to a service from RYLAND COMMUNICATIONS LTD, we will send you our Standard Terms and Conditions and ask you to sign an order form/contract, if applicable. If you have any questions, please phone our Customer Service Team on 0800 652 22 33.

Where applicable, the minimum contract term for our services is 1 month. We aim to provide services within our standard lead times dependent on the type of service/product, 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 two working days after your order is placed. With regards to telephone line installation cancellation notice must be given no less than two working days prior to the notified install date otherwise you will be charged 100% of the full install cost. If you wish to terminate your contract within the minimum term of 1 month, please call our Customer Service Helpdesk on 0800 652 22 33 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 0800 652 22 33, giving us 1 months' notice.

Faults and repairs

Please call our Faults Team on 0800 652 22 33 if you experience a fault with any of our services. We aim to have this investigated and repaired within 3 working days.

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 3 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 Customer Service Team on 0800 652 22 33. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly, line rental is charged in advance and call charges in arrears

You can choose to pay us via BACS, Cheque or Direct Debit. Our preferred method is by Direct Debit. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills at flat rate as part of our service to you on request.

If you have difficulty paying your bill, please contact us on 0800 652 22 33 and we will try to arrange a different method of payment. We will do all we can to help our business customers to manage their bills and avoid disconnection.

If you are moving office

Please call our Customer Service Team on 0800 652 22 33 no later than 30 working days before your move date. We will amend your account and billing requirements as necessary. 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

RYLAND COMMUNICATIONS LTD recognises 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.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for your fixed telephone numbers. If you do want your details included, please contact our Customer Service Team on 0800 652 22 33.

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 at www.rylandcommunications.co.uk. Alternatively, copies are available free of charge and on request from our Customer Service Team on 0800 652 22 33.

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 0800 652 22 33 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

Data protection

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

Part 2 - Ryland Communications 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". 0871 is now also designated as a Premium rate number and subject to PRS regulation. 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. Our access charges for calling these services are shown in our price list, which is available on request from our Customer Services Team.

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 for an additional monthly fee to restrict access to PRS numbers. Please call our Customer Service Team on 0800 652 22 33 for advice on this.

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 normally used for customer service helplines. 0870 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.

Our access charges for calling these services are shown in our price list, which is available on request from our Customer Services Team.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact David Settle (info@rylandcommunications.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 our complaints code including, ultimately, referring your complaint to Ombudsman Services: Communications.

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 or by telephoning 0845 070 0707.

Useful addresses

Ombudsman Services: Communications – PO Box 730, Warrington, WA4 6WU. Tel: 0330 440 1614
e-mail: enquiries@os-communications.org Website: <https://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 Website: www.ofcom.org.uk

PhonepayPlus - Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 or 020 7940 7474
Website: www.phonepayplus.org.uk email info@phonepayplus.org.uk

Telephone Preference Service - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707
Website: www.tpsonline.org.uk

Federation of Communication Services (FCS) - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 7186 5432 email: fcs@fcs.org.uk Website: www.fcs.org.uk

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