

SHIMMER TELECOM 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 – Shimmer Telecom Ltd Code of Practice on Complaint Handling and Dispute Resolution for Small Business Customers

Introduction to our company and services

SHIMMER 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, 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 purpose of section 52 of the Communications Act 2003. This code of practice is published at our web site www.shimmertelecom.co.uk. Additional copies are available on request and free of charge to our business customers. It is also available in larger print.

How to contact us: Please contact our customer service team

By phone: 0845 450 0658 (from 9am until 5pm Monday-Friday)
By email: customerservice@shimmertelecom.co.uk
By fax: 0845 450 0731
By letter: Shimmer Telecom Ltd QBC, Albion Row, Newcastle upon Tyne NE6 1LL
Via our website www.shimmertelecom.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 are broadly grouped under the following headings:

- Provision of Landline calls and Lines via:
 - CPS – Carrier Pre-Selection
 - WLR – Wholesale Line Rental
 - ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Mobile telephone and data services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0845 450 0658.

Marketing

We work to the principals 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 SHIMMER TELECOM LTD we, or one of our partners 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 Customer Service Team. On 0845 450 0658 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 call services within ten working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we, or our partners, 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.

Our standard Terms and Conditions can be located on our website www.shimmertelecom.co.uk by clicking on Terms and Conditions at the bottom of the home page.

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. After ten working days, we will charge you an administration fee as set out in our Standard Terms & Conditions www.shimmertelecom.co.uk. After the minimum term you can cancel any service by calling our Customer Service Helpdesk, giving us 28 days' notice, followed up in writing to jolene.sundin@shimmertelecom.co.uk or Jolene Sundin, Shimmer Telecom Ltd QBC, Albion Row, Newcastle upon Tyne, NE6 1LL

Faults and repairs

Please call our Fault Service Team on 0845 450 0658 during office hours (0845 270 2081 out of hours) if you experience a fault with any of our services. We aim to have this investigated and repaired, using reasonable endeavours, as swiftly as possible.

Compensation and refund policy

Our policy is to refund any charges erroneously invoiced to customers. This covers call charges and line rentals and is based on a principle of full refund of the overcharge.

Price lists

Our full pricing structure is available to customers, from our Customer Service Team 0845 450 0658 and via our website: www.shimmertelecom.co.uk If we change the pricing on your products and services we will publish any change on our website www.shimmertelecom.co.uk 28 days in advance in line with our terms and conditions.

Billing

We will bill you monthly, and collect by Direct Debit no sooner than fourteen days later.

We provide itemised bills free as part of our service on request. Our default billing format is a single page invoice, with full itemisation available via our billing portal on our website: www.shimmertelecom.co.uk

If you have difficulty paying your bill, please contact us on 0845 450 0658 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 office

Please call our Customer Service Team 0845 450 0658 no later than 28 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

SHIMMER TELECOM 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 (subject to appropriate porting agreements) 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 450 0658

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 450 0658

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 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.shimmertelecom.co.uk. Alternatively, copies are available free of charge and on request from our Customer Service Team on 0845 450 0658.

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 450 0658 to report the incident and for information on how to deal with it.

We encourage parents to register the mobile phones of their children, and take responsibility for all customer care enquiries.

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:

- Copies of bills in large print or on computer disk for customers who have difficulty reading their bill.

Formats of this Code of Practice

We are committed to helping all our customers to communicate easily with us. Copies of this Code are therefore available in larger print and other formats on request

Data protection

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

Part 2 – Shimmer Telecom 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. 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 and via our website.

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 to restrict access to "09" numbers. Please call our Customer Service Team 0845 450 0658 for advice on this. We can give you a fact sheet on PRS.

You can also ask for help from PhonepayPlus, 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 at www.phonepayplus.org.uk to 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 450 0658 and via our website: www.shimmertelecom.co.uk We can also give you a fact sheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Jolene Sundin Tel: 0845 450 0658, email: .sundin@shimmertelecom.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.

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 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.

Remember 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 or by telephoning 0845 0700707.

Useful addresses

CISAS – International Arbitration Centre, 24 Angel Gate, City Road, London EC1V 2PT Tel: 020 7421 7432 or 0207 520 3827 e-mail: info@cisas.org.uk Website: 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 Website: 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

Telephone Preference Service, DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 0700707 Website: 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 Website: www.fcs.org.uk

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