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AdEPT Telecom Code of Practice

About AdEPT Telecom

AdEPT Telecom uses several network carriers other than BT to provide a range of voice services to residential and small business customers throughout the UK.

We are a public limited company listed on the London Stock Exchange Alternative Investment Market (AIM).

This Code of Practice gives our existing and future customers an overview of our company, the services we provide, the key support they can expect, and our main company policies that underpin our services.

Purpose of this code

AdEPT Telecom understands that customer satisfaction is the most important part of our business, and our company values are based on this. This is why our people are here: to make sure you get what you want, when you want it.

We have invested heavily in our people and our support systems, and our back-office systems are of a much higher quality than you would normally expect to find from a telecom reseller. In short, our overall objective is:

“To be widely acknowledged as the most professional Telecom reseller in the UK.”

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How to contact us

There are a number of ways you can contact us. Whichever way you choose, we will be happy to answer your questions and explain our services to you.



by phone

you can reach our Customer Services team by calling 08454 50 40 10 , Monday to Friday, 8am to 6pm. We are not open on public holidays.



by email

you can send an email to business.services@adept-telecom.co.uk.



by fax

you can send a fax to 01892 550201.



by letter

you can send a letter to AdEPT Telecom PLC, 77 Mount Ephraim, Tunbridge Wells, Kent TN4 8BS.

Our range of services

The services we offer are very simple – we like to keep it this way so you understand exactly what you are getting at all times.

Indirect Access

This service allows you to route your outbound calls via an alternative network to BT's. Once we have set up this service, you simply dial a special prefix before each call so that your local BT exchange knows that the call needs to be routed via a different network. You continue to be charged by BT for your line rental, any other BT line features, as well as any calls where you do not use the special prefix. AdEPT Telecom only charges you for the calls routed via our network.

Carrier Pre-selection

Like Indirect Access, this service allows you to route your outbound calls via an alternative network to BT's. The difference is that the local BT exchange is pre-programmed with the special prefix, so all your calls are routed via the alternative network without you needing to dial any prefix. Like Indirect Access, you continue to be charged by BT for your line rental, any other BT line features, as well as any calls where you use an override prefix. AdEPT Telecom only charges you for the calls routed via our network.



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Non-geographic Numbers

A Non-geographic Number is a telephone number assigned for incoming calls only, which is not associated with a specific geographic region. Calls to this number are diverted to a local number chosen by you, the customer, and answered in the usual way. You can choose between a 0800 (Freefone) number, a 0845 (Local Rate) number or a 0870 (National Rate) number.

The charges you incur depend on the type of Non-geographic Number you choose. In the case of a 0870 (National Rate) number, you actually receive money back rather than being charged for any calls made to it.

Please contact our Customer Services team for more information on all our services.

Telephone Line Rental

You can transfer your Telephone Line Rental to AdEPT Telecom and save up to 15% on your rental charges compared to BT's standard published prices. We can also provide additional telephone lines for you if required.

For more information about transferring your Telephone Line Rental to AdEPT Telecom or about the installation of new telephone lines, please contact our Customer Services team on 08454 50 40 10.

Broadband Services

If you are a Business customer you can obtain up-to-date information and prices on our Broadband services by visiting our website at www.adept-telecom.co.uk. Alternatively, please contact our Customer Services team on 08454 50 40 10.

Other Services

We will be offering a wider range of services over time and the latest details can be found by visiting our website at www.adept-telecom.co.uk.



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Customer service

Customer satisfaction is very important to us, so we describe here how we will support you and our key policies that underpin our services

Ordering a service

You can order Indirect Access or a Non-geographic Number by calling our Customer Services team as described previously. Both services take 48 hours to set up.

You can order Carrier Pre-selection via our website or by calling our Customer Services team. This service takes up to 15 days to set up. About 3 to 4 days after you have placed your order, you will receive a letter from us stating when the service will go live.

To order Telephone Line Rental or a Broadband service, please call our Customer Services team. Lead-times vary and will depend on the type of service you have ordered. Our Customer Services team will explain when you can expect the service to go live and how we will keep you updated.

Cancelling a service

If you wish to cancel your service you need to inform us in writing.

It takes up to 48 hours to cancel Indirect Access or a Non-geographic Number and you are responsible for all call charges up to the point the service is cancelled on our network. It takes up to 15 days to cancel Carrier Pre-selection. Again, you are responsible for all call charges up to the point the service is cancelled. It takes up to 15 days to cancel Telephone Line Rental or Broadband services.

If you are in a term contract then termination charges will apply if you leave before the end of that contract. For the latest details on termination charges, please see our Terms & Conditions of Contract on our website. Alternatively a copy of these can be requested at any time by calling our Customer Services team on 08454 50 40 10.

Reporting a fault

If you experience a fault, you can contact our Customer Services team by telephone.

The vast majority of problems can usually be resolved over the telephone. If our team member cannot resolve your problem immediately, they will explain what will happen next and how we will keep you updated on progress until the problem is put right.

If you have transferred your Telephone Line Rental to AdEPT Telecom and you experience a fault outside our normal working hours, you can report this by calling 0870 112 5283. However, unless you have one of our enhanced maintenance contracts, your fault will only be dealt with during normal working hours.

We do not offer any compensation for loss of service unless we have specifically agreed that compensation will be payable for a specific incident.



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Billing and paying a bill

We send you a bill every month for your call charges, unless the total cost of the calls made is less than £3. In this instance, we only send you a bill once a quarter.

We usually only itemise calls over a value of 75p. However, if you would like to receive a fully itemised bill, simply contact our Customer Services team. We offer this service free of charge.

We expect our customers to pay their bills by the due date stated, by one of the following payment methods:



direct debit

To set up a direct debit, simply call our customer service team on the number shown on the front of your bill. They set this up over the phone and provide written confirmation that this has been done. Payment will be made by your bank automatically on or around the date notified to you on your bill. Direct debit payments are protected by the direct debit guarantee.



telebanking

Simply telephone your own bank or building society and quote our sort code 20-00-00, our account number 40682292, your AdEPT Telecom account number and the amount payable.



credit or debit card

We accept all major credit and debit cards. Simply call our customer service team on the number shown on the front of your bill and give them your payment details. Your payment will be authorised immediately. We accept Switch, Mastercard, Visa and Delta.



post

Complete the payment slip on the front of your bill and make your cheque payable to AdEPT Telecom. Place your cheque and the payment slip into the return address envelope provided and post it to us.



at the bank by cash or cheque

Simply use the payment slip on your bill and pay by cash or cheque in any UK bank. Cheques should be made payable to AdEPT Telecom. Please be aware that some banks may make a charge for this service.



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Pricing

AdEPT Telecom charges customers by the second and we round charges to 3 decimal points. Therefore, you do not incur any unnecessary charges for the calls you make.

You can find details of our call charges for our latest tariffs by visiting our website at www.adept-telecom.co.uk. Alternatively, you can contact our Customer Services team and they can send this information by email or post.

Our collections and debt recovery policy

As stated previously, we do expect our customers to pay their bills promptly and certainly by the due date stated. If your bill remains unpaid, you will receive a 'red reminder message' on your next bill and you will also be charged a late payment fee - see our Terms and Conditions for latest prices.

At this stage, if you are experiencing difficulties in paying your bill, you do need to contact us immediately so that we can try and agree a way forward. However, if you do not contact us and do not pay the full amount outstanding immediately, then we will withdraw your service until it is paid and without any further reference to you.

We will pass all our debts to a debt recovery agency and legal action may be taken as part of this process. Our debt recovery procedures will always be carried out professionally and in line with the relevant UK legislation.

Please note that we may not apply our collections and debt recovery procedures if you have a genuine dispute with AdEPT Telecom and you have made us fully aware of this before your payment becomes overdue.

Fraud

As part of our normal service and at no extra cost to you, we monitor usage on customers' telephone lines. If we identify any unusual and high usage, particularly to premium rate or international numbers, then we will contact you by telephone to check that you are fully aware of this.

If we suspect illegal behaviour (e.g. fraud), we reserve the right to withdraw service without any notice, to minimise the credit risk to us.



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If you have a complaint

If you are unhappy with our service, please contact us and let us know. Through your feedback we can review and improve our overall service.

Ideally, please contact us by telephone as in most instances we can resolve the matter immediately for you.

If you remain dissatisfied with the response you receive, you can ask to escalate the issue to the Customer Service Manager. This manager may need to call you back, so please ensure you give us your contact number if you are not always at the address we have registered for you.

final review

If your complaint remains unresolved to your satisfaction after you have spoken to the Customer Service Manager, you can request that it is reviewed by a member of our review team.

independent advice

If we have not reached an agreed settlement within 3 months of receiving your complaint, you can refer the matter to an independent adjudicator.

AdEPT Telecom is member of Otelo – Office of Telecommunications Ombudsman. They will take evidence from you and AdEPT, and will make a decision based purely on the merits of the case. If a complaint is found to be justified, compensation or other redress may be awarded. If it is not justified, you will be given a clear and reasoned explanation why not. Their contact details are as follows:

Office of Telecommunications Ombudsman (Otelo)
Wilderspool Park
Greenall's Avenue
Warrington
WA4 6HL

contact number: 0845 050 1614
fax: 01925 430059
email: enquiries@otelo.org.uk
website: www.otelo.org.uk



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If you need further advice

Ofcom

Ofcom (**Office of Communications**) is the main regulator for the UK telecommunications industry. The contact details of the OFCOM Advisory Team are as follows:

OFCOM Advisory Team (OAT)
Office of Communications (Ofcom)
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

contact number: 0300 123 3333 or 0207 981 3040
fax: 0207 981 3334
website: www.ofcom.org.uk

PhonepayPlus

PhonepayPlus is the industry-funded regulatory body for all Premium Rate charged telecommunications services.

If you have a complaint about how Premium Rate Services are advertised or provided, the clarity of the cost of these services, or how information has been presented during a call to a Premium Rate Services number, you can contact PhonepayPlus. The contact details are as follows:

PhonepayPlus
FREEPOST WC5468
London
SE1 2BR

contact number: 0800 500 212
website: www.phonepayplus.org.uk

Special needs

AdEPT Telecom is happy to provide bills in large print or Braille at no additional cost. Simply contact our Customer Service team. We will also be happy to provide this Code of Practice in large print or Braille if requested. All other requests for special arrangements will be assessed on a case-by-case basis.



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Your rights and obligations

Terms and conditions

The terms and conditions describe the general legal and contractual obligations between our customers and us and these may vary depending on the kind of service you have. The terms and conditions for all our standard services can be found on our website www.adept-telecom.co.uk. You can also request a copy by contacting our Customer Services team.

Data protection

We will treat any information we have about you in confidence and we will not disclose it to anyone except you, or in line with any instructions you have given us. However, in some circumstances we may be required by law to disclose information. Requests for disclosure normally come from statutory authorities e.g. police forces, Customs and Excise. Any such disclosure will be strictly controlled and will be in accordance with UK legislation, in particular the Data Protection Act 1998.

Call barring

AdEPT Telecom can arrange for call barring through our network carrier but this should always be used in conjunction with BT's call-barring service. We can arrange for calls to be barred to all mobile numbers, all Premium Rate Services numbers, all international countries, or any combination of these. There will be a charge for setting up this service so please contact our Customer Services team for further information.

Communicating with you

General updates

AdEPT Telecom will give you regular updates about our company and our services through a newsletter sent with your monthly bill. You can also find up-to-date information by visiting our website at www.adept-telecom.co.uk.

Code of Practice

You can obtain a copy of this Code of Practice by visiting our website at www.adept-telecom.co.uk or contacting our Customer Services team. It will also be available in Braille and large print for those who want it.

Approval of this Code

This Code of Practice has been approved by Ofcom in accordance with criteria agreed with the UK telecommunications industry. It will be reviewed and updated as required but at least once every 12 months from the date of publication.