

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

## Part 1 – ALFRED ASHLEY GROUP Ltd Code of Practice for Small Business Customers.

### Introduction to our company and services

ALFRED ASHLEY GROUP 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 of our products, services and customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website [www.aag-uk.com](http://www.aag-uk.com) Copies are available on request and free of charge to domestic and small business customers, also available in large print.

### How to contact us

Please contact our Customer Service Team From 9am until 5:30pm Monday-Friday, excluding bank holidays

By phone: 0203 758 9000

By email: [Support@AAG-UK.com](mailto:Support@AAG-UK.com)

Website: [www.aag-uk.com](http://www.aag-uk.com)

By letter: ALFRED ASHLEY GROUP, 38 High Street, Northwood, Middlesex HA6 1BN.

### Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from carriers and 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
- " Landline calls
- " CPS – Carrier Pre-Selection
- " WLR – Wholesale Line Rental
- " ISDN – digital telephone lines
- " Broadband/Internet access
- " Data Products & Services
- " VoIP & IP telephony services
- " Non-geographic numbers
- " Intelligent Call Routing
- " Internet
- " Mobile telephone and data services
- " Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Sales Department on 0203 758 9000.

### 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](http://www.cap.org.uk)

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*"Providing The Total IT & Communications Solution"*

Website: [www.AAG-UK.com](http://www.AAG-UK.com) Email: [sales@AAG-UK.com](mailto:sales@AAG-UK.com)

Registered Office: 38 High Street, Northwood, Greater London, HA6 1BN

Reg. No: 3241962 VAT No: GB 680 8928 89

## **Terms and conditions**

When you subscribe to a service from ALFRED ASHLEY GROUP, we will continue to make our latest Standard Terms and Conditions available to you via our website [www.aag-uk.com](http://www.aag-uk.com) (please request a printed copy if required) and ask you to sign an acceptance form. If you have any questions, please phone our Customer Service Team on 0203 758 9000. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is 12 Months in most cases but longer for specific products, so please consult the relevant terms and conditions on our website. We aim to process orders within three working days of your original request, subject to the availability of supporting information. If we need to carry out any surveys or lay additional cabling, we will inform you of the revised timescales and costs 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. After ten working days you will be subject to the terms and conditions as set out in your contract. If you wish to terminate your contract within any 12 month term, and subject to the cost as laid out in your terms and conditions, please call our Customer service team on 0203 758 9000.

## **Faults and repairs**

Please call our Helpdesk on 0203 758 9010 if you experience a fault with any of our services. We will respond in line with the terms and conditions of the relevant product.

## **Compensation and refund policy**

Our policy is to assess each claim on a case by case basis. We aim to investigate claims & respond within 14 working days. Any refunds that are due will be credited to the next month's invoice.

## **Pricing**

Pricing on specific products and services is available on request from our Sales Department available on 0203 758 9000. We will notify you of how to obtain the latest Terms & Conditions and pricing.

## **Billing**

We will bill you Monthly, with fixed rental charges normally in advance and variable and usage charges in arrears.

The primary source of collection will be via Direct Debit, which will be collected on or after the 14th day of each month. For initial orders and certain bespoke items alternative arrangements may be agreed or required.

If you have difficulty paying your bill, please contact our finance department on 0203 758 9000 and we will try to arrange a different method of payment. We will do all we can to help our small business & corporate customers to manage their bills and avoid disconnection.

## **If you are moving office**

Please call our Customer Service Team on 0203 758 9000 preferably 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**

ALFRED ASHLEY GROUP 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. For more information, please call our Customer Service Team on 0203 758 9000.

## **Directory Entries**

For fixed line geographical telephone numbers, you are entitled to a Directory Enquiry listing (including an entry in the Phone Book). If you do want your details included, please contact our Customer Service Team on 0203 758 9000.

## **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.aag-uk.com](http://www.aag-uk.com) Alternatively, copies are available free of charge and on request from our Customer Service Team on 0203 758 9000.

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### **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 0203 758 9000 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 may have special requirements, including:

Copies of this Code are available in larger print on request.

### **Data protection**

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

## **Part 2 – ALFRED ASHLEY GROUP – Code of Practice – Premium Rate Services & NTS.**

### **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 8.51 pence and £1.2766 per minute, per call or per text (excl. 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 on 0203 758 9000 and via our website at [aag-uk.com](http://aag-uk.com).

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 on xxx for advice on this. We can give you a factsheet on PRS.

You can also ask for help from PhonepayPlus (formerly ICSTIS), 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](http://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 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 standard prices range from free up to 4.2p per minute or per call (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate but communications providers must publish prices for calls to 0870 numbers where these are higher than for calls to geographic numbers. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team on 0203 758 9000 and via our website at [www.aag-uk.com](http://www.aag-uk.com). We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Richard Crossland Tel 0203 758 9000 or email [Richard.Crossland@aag-uk.com](mailto:Richard.Crossland@aag-uk.com), 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 CISAS Tel: 0845 1308 170 or 0207 520 3827 Internet diallers

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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. Software is available to detect this activity and we can help you to access this – please contact our Customer Services Team 0203 758 9000 for details. PhonepayPlus has been given responsibility for policing this type of activity and you can contact them via [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact PhonepayPlus, see “Useful addresses” below. 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](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

### **Useful addresses**

CISAS- 24 Angel Gate, City Road, London EC1V 2PT Tel: 0845 1308 170 or 0207 520 3827 email: [info@cisas.org.uk](mailto:info@cisas.org.uk)  
Website: [www.cisas.org.uk](http://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](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

PhonepayPlus (formerly Icstis)- Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500 212 or 020 7940 7474 Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) email [info@phonepayplus.org.uk](mailto:info@phonepayplus.org.uk)

Telephone Preference Service – DMA House, 70 Margaret Street, London W1W 8SS Tel: 0845 070 0707 Website: [www.tpsonline.org.uk](http://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](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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