

## Code of Practice

### 1. Who we are

Timico offers high quality fixed, mobile, broadband and VoIP services to businesses throughout the UK, both directly to end-users and via selected resellers. Timico is a privately owned limited company.

### 2. Our customers

Timico understands that customer satisfaction and service delivery are the most important part of its business. Our company values are based on this, which is why our team strives to ensure that you get what you want, when you want it. We will do our best to meet your requirements to your satisfaction. Timico values its customers and aims for the highest standards of account management and customer service. By investing in our people and in systems to support our customer care activity and by continually developing our services, we aim to deliver the best in customer care to stay ahead of our competitors.

### 3. Purpose of our Code of Practice

This Code of Practice (CoP) aims to give you, the client, a clear statement of how we conduct our business and to describe the relationship between you and us in all matters concerning your purchase of services from us. This CoP provides a statement of the services available from Timico to business and residential customers and those interested in finding out more about Timico. It explains how we provide these services and the key support services and company policies that underpin them. It describes your relationship with us and how you can and should contact us when you need help or want to change the services you have and how we will respond. It also describes what you should do in the unlikely event of something going wrong. The CoP has been approved by Ofcom, the UK communications regulator .

### 4. Timico services

Timico uses its resources of talent and expertise to continuously strive to find new ways to meet customers' evolving communication needs. We offer governments, businesses and individual consumers a variety of superior solutions using a range of new, emerging and established technologies. All of these services are described in greater detail on our website at [www.timico.co.uk](http://www.timico.co.uk). The information on our website is available in English only.

We are a private company and own and operate our own communications facilities, as well as sharing infrastructure with other carriers and distributing the services of other network operators. We offer our services through authorised resellers and have a direct sales force. The industries and sectors which use our services include but are not limited to broadcast and new media, oil and gas, Government / military, shipping, business services, transportation, manufacturing, aeronautical, energy, mining, cruise, engineering/consulting, yachting, rural communications, humanitarian/disaster relief, resource exploration and individual business users.



## 5. How to contact us

There are a number of ways that you can contact us and we will be happy to answer your questions and explain our services to you. Our contact details are also set out under 'Contact us' on our website.

### Sales and general contact information

Tel : 08700 949 600

Fax: 08700 949 700

E-mail : [enquiries@timico.co.uk](mailto:enquiries@timico.co.uk)

### Customer technical support

Tel : 0845 130 2580

Fax: 08700 949 700

E-mail: [support@timico.co.uk](mailto:support@timico.co.uk)

### Customer accounts and billing

Tel : 08700 949 600

Fax: 08700 949 700

E-mail: [accounts@timico.co.uk](mailto:accounts@timico.co.uk)

### Customer services

Tel : 08700 949 600

Fax: 08700 949 700

E-mail: [customerservices@timico.co.uk](mailto:customerservices@timico.co.uk)

For customer service enquiries, please call our customer service line on 08700 949 600 which is open from 8.30am to 6.30pm Monday to Friday (excluding public holidays) and 10.00 till 4.00pm Saturdays or you can contact us via our website at [www.timico.co.uk](http://www.timico.co.uk).

If you would prefer to write to us instead, please address your letter to:

Head of Customer Service

Timico Limited

Beacon Hill Park

Newark

Nottinghamshire, NG24 2TN

## 6. Our services

Timico provides a wide range of communications services falling into four broad categories:

### *Fixed services*

Examples of these services include direct and indirect phone line services, number translation services, premium rate services, private circuits, non-geographic numbers, and digital lines (ISDN).

### *Mobile services*

Examples of these services include standard mobile services, messaging (SMS and MMS) mobile email solutions such as BlackBerry and other Mobile Data solutions and mobile virtual private networks.

### *Broadband and other services*

Examples of these services include colocation, hosted and managed firewalls, internet connectivity including frame relay technology and xDSL, leased line based services as well as private wide area network and other professional services.

### *Voice over IP*

Examples include our own hosted VoIP solution for business as well as IP-PBX's and associated hardware.

We provide many more communication services than the examples listed above. For a full list of our services, please visit our website at [www.timico.co.uk](http://www.timico.co.uk) or contact our customer service team (please see contact details above under Section 3).



## 7. Our obligations

Like all UK communications operators, Timico has a number of obligations laid down in UK legislation. These are aimed at providing individual clients and small businesses with less than 10 employees, with both choice and consumer protection. Timico takes these responsibilities very seriously, while aiming to deliver excellent service and a range of services to meet our customers' communication needs. The formal details of the general terms and conditions of our contractual relationship for clients can be found in the section on our website found at [www.timico.co.uk](http://www.timico.co.uk)

In addition to being available online, all service-specific terms and conditions are also detailed on each relevant order form.

### *Installation of services*

We offer a wide range of services and our sales team can confirm the serviceability of your address for each of these services. Delivery timescales are agreed with customers in advance of installation.

### *Call barring*

If you want to have a particular number barred so that it cannot be dialed from your phone, please contact our customer service team (please see contact details above under Section 3). Please note that this option may not be available with all Timico services.

### *Calling-Line and Called-Line Identity*

Your phone number is by default displayed to the person whom you are calling. However, you can alter this by requesting that your phone number should not be displayed to the person whom you are calling on a call-by-call basis or for all calls. However, even if you request withholding of a phone number, we are legally obliged to pass it on in certain circumstances e.g. to the emergency services in case of an emergency. To request any of the above facilities, please contact our customer service team.

### *Repair and maintenance*

Timico carries out preventative and corrective maintenance over its networks and services. Our aim is to minimise inconvenience and correct faults through remote diagnostic tools used at our National Service Centre and/or with other technical support centres. However, should a network fault occur which is within our direct control, we aim to clear this type of fault (i.e. that does not require a customer visit) within 8 hours.

We encourage our customers to call us for technical support, via our telephone support number regardless of the nature of the problem. There is also a range of support documentation on our website at [www.timico.co.uk](http://www.timico.co.uk)

The level of repair commitment, fault fixing and service availability depends on the type of service you purchase and the terms and conditions under which you obtain that particular service from us. If you subscribe to a service carrying a specific service level guarantee, we will credit you accordingly if we fall short of our guarantee. Unless otherwise stated in a separate contract between you and Timico, your repair and fault-fixing rights and obligations are set out in Timico's Terms and Conditions, posted on our website at [www.timico.co.uk](http://www.timico.co.uk)

### *Timico employee identification*

All staff who visit customers' premises carry official company identification e.g. a business card, which should be clearly displayed. Customers should request to be shown this identification if it is not immediately visible before allowing anyone into their premises.

### *Ceasing service*

Customers are able to cease their service with us at any time in accordance with the terms and conditions of their service contract.



### *Billing and payment*

We invoice our customers monthly, quarterly or annually on one combined bill. As part of the initial ordering procedure clients may need to pay a deposit in advance. This is calculated as part of a standard process and is determined by the customer's credit status, past history with Timico (if any), and the type(s) of service requested. If a deposit is required it will be returned, by credit to your account upon request, after a satisfactory period.

We expect customers to settle their bills within their agreed credit terms. There may be a non-standard charge for late payment. As a client you are responsible for any charges incurred on your account. Customers are requested to pay their invoices by Direct Debit. Other options including Standing Order, credit card or cheque may be possible by prior agreement with our finance department. Full details of how to settle your bill are provided on the reverse of each of your Timico invoices.

### *Prices*

Timico publishes its prices in electronic and paper form available from our sales and customer service teams. We may change these from time to time either permanently or for limited periods (offers and promotions) and will provide at least seven days' public notification of such changes to our customers.

Our intention is to be competitive with other leading communication providers and to offer our customers excellent value for money.

### *Credit policy*

We expect our clients to:

- pay their bills promptly
- inform us of any significant change in their circumstances – for example if you are going to be away for an extended period which may affect bill payment
- be straightforward with us when providing information
- If a customer experiences problems in paying their bill, Timico has a consistent policy designed to:
  - help the customer manage their costs
  - protect both Timico and clients in general
  - help minimise debt, suspensions and disconnection
  - promote good customer service

We offer a range of methods for customers to pay their bill (see above – Billing and Payment), and have a number of ways of helping customers minimise the risk of large debts for their communications services. Where appropriate, if a customer needs support, a third party "nominee" can be appointed to help the customer with their bill payment, e.g. by ensuring the customer remembers to pay it by the due date, converting to Direct Debit payment, or dealing on the customer's behalf if the customer is away for an extended period. The nominee will not have any legal responsibility to pay the bill – although they may do this if they and the customer wish but simply to help the customer to manage their account. The respective responsibilities will be made clear to both parties that clients are required to pay their bills within their agreed credit terms. Where this does not happen, Timico may, according to its terms and conditions, chase payment by contacting the customer and / or sending reminders. If there is no response to the initial contact made and / or full payment of the arrears is not made, then the customer's services may be restricted. The customer may be reminded that continued non-payment will lead to full disconnection of the service. We will follow this by debt recovery procedures, which would include disclosure of relevant customer information to the appropriate credit vetting agencies leading to a possible bad credit history. Any debt recovery procedures will be carried out professionally and in accordance with relevant UK legislation and best industry practice.

If a customer is in genuine dispute with Timico and makes this known to us, then the disconnection process may not be invoked, pending the outcome of the dispute resolution, any un-disputed portion must still be paid in full.

We are aware that some customers can get into financial difficulties unintentionally, and this is taken into account when dealing with instances of non-payment. We will advise the customer of our processes to minimise debt and help them manage their bills. Customers may of course wish to take advantage of help from external debt Counseling agencies. Timico reserves the right to disconnect any customer without notice if the company has reasonable grounds for suspecting that there is an unacceptable credit risk, for example through suspected illegal behaviour (e.g. fraud) or a breach of the contract with



Timico. We will carry out a review of any such decision if the customer requests it. Any customer must settle any outstanding debts, and may be subject to credit checking and payment of any appropriate published reconnection charges, before new service can be re-provided. In the unlikely event that Timico were to disconnect a customer incorrectly the customer would be reconnected free of charge.

*Resolution of complaints: What to do if you are not satisfied with our service*

If you are unhappy with our service please contact us and let us know. It is through your feedback that we are able to review and improve the overall service we provide. If you have a complaint, our formal internal complaints procedure is outlined below. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable time frame. We do try and resolve complaints by telephone. Should you wish to receive a response in writing then please ask.

In the first instance, if you are unhappy we need to know about it as quickly as possible. To avoid delay please contact us by phoning us on 08700 949 600. Our customer services representatives will be able to assist you. In most cases we will resolve the issue satisfactorily.

If not, then write to our Head of Customer Service. Our address is shown below and on your bill. Your letter will be acknowledged within 48 hours of receipt or email using the online form found on our website at [www.timico.co.uk](http://www.timico.co.uk)

Messages received are responded to by a dedicated team. To avoid any delay, please do not send correspondence to individual representatives' email addresses. Your email will be acknowledged and dealt with promptly.

*If you remain dissatisfied*

If a complaint is not resolved to your satisfaction you can ask to escalate the issue to a company director. As it may be necessary for them to call you back, please provide daytime and evening contact numbers.

Or you can write to the Managing Director at:

Timico Limited  
Beacon Hill Park  
Newark  
Nottinghamshire, NG24 2TN

If you still remain dissatisfied, and your complaint has been outstanding for 12 weeks

Or

We have sent you a letter saying that your complaint has reached deadlock, then you can make a complaint through an Alternative Dispute Resolution (ADR) Scheme the details of which are included therein, as part of this Code ( the existence of which is made known on the back of any bill ) and how this may apply to you.

If you have complained through the ADR scheme, and you are unhappy with the process then you can make a complaint through Ofcom. If you have followed the steps above but are still dissatisfied, you may register a complaint that will be considered by Ofcom.

Timico's nominated Independent Adjudication scheme is operated by:

Office of the Telecommunications Ombudsman (Otelo)

Wilderspool Park

Greenall's Avenue

Warrington

WA4 6HL

Lo-call rate phone number: 0845 050 1614

Fax: 01925 430059

E-mail: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

Website: [www.otelo.org.uk](http://www.otelo.org.uk)

Otelo resolves disputes between member operators and their residential and small business customers. Timico is a member of Otelo.



### *Special needs*

At Timico we take our responsibility towards disabled customers very seriously. We are aware of the requirements of the current regulations (Telecommunications Services for Disabled Persons Regulations and the Disability Discrimination Act 1995) and have been working hard to accommodate their requirements.

We offer a number of different services for our customers with special needs. These services are designed to not only meet the demands of the current regulations, but to also enable us to offer the best possible service to these customers.

### *Timico literature*

If you would like to request any of our literature, including this code, in large print or audio format, please contact Customer Services with your full name, address and telephone number so that we can send it to you or contact you in the unlikely event of a problem.

### *Priority fault repair*

In the event of a fault, where any client or special needs client has a need of urgent repair, and where the product or service is supported for it, priority is given to restoring such a customer's service. Please note that priority fault repair is only available for some products and services and may also incur a separate charge.

In order to take advantage of our priority fault repair service, customers with special needs must pre-register their requirements with us.

In order to register please call our customer service team on 08700 949 600.

### *Bill payment and protected service*

Disabled customers who are dependent upon the internet may nominate somebody who can help them deal with Timico' bills, and their account in general. Specifically, this nominee can:

- be the person to whom the customer's bill is sent.
- be the person to whom any enquiry will be made by Timico in the event of a bill not being paid.
- pay the bill on behalf of the customer - but will not be held legally liable for the bill

In order to take advantage of any or all of the elements of our Protected Service Scheme, customers with special needs must register their requirements with us. In order to register please call our customer service team.

### *Contracts*

Clients who have problems reading the terms and conditions of their contract should ask for their Timico salesperson to explain them or for an audio copy.

### *Confidentiality of customer information*

We will treat any information we have about you in confidence and will not disclose it to anyone except you, or in accordance with any instructions you have given us. However, there are circumstances in which we may be required by law to disclose information. Such requests normally come from Statutory Authorities, for example, Police Forces, Customs and Excise etc. Any such disclosure will be strictly controlled and will be made fully in accordance with current UK legislation, in particular the Data Protection Act

### *Communication with customers*

We believe in effective communications with our customers. Customers can contact us by phone on the numbers specified above (How to contact us ), or at any time by e-mail.

We will also "promote" our services, including special offers, through a variety of media. In doing this we will abide by the industry-accepted standards, in particular by:

- following the UK Direct Marketing Association guidelines on when to ring customers (only between 8.00 am and 9.00pm, unless specifically requested to call outside these hours)
- stopping specified "promotional" contact with individual customers if requested to do so by the customer and according to their wishes, in accordance with the Data Protection Act, Telephone Preference Service (TPS), Mailing Preference Scheme (MPS), and the Facsimile Preference Scheme (FPS)



- following the rules of relevant regulatory bodies such as the Independent Television Commission (ITC), Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS), Advertising Standards Authority (ASA), and Broadcasting Standards Commission (BSC)
- abiding by the Distance and Doorstep Selling, and other relevant UK and EU regulations. The existence of this code will be brought to customers' attention in appropriate ways.

*Social responsibility*

Timico takes its role within society and its responsibilities to its employees seriously. Timico is committed to developing and maintaining good environmental standards. Timico monitors areas such as waste management, energy and water usage, and transport. For further information on our social responsibility statement, see [www.timico.co.uk](http://www.timico.co.uk)

*Review of this Code*

Timico will review this Code of Practice annually, or more frequently should events require such a review.

*Approval of this Code*

Ofcom has approved this Code of Practice, in accordance with criteria agreed with the UK telecommunications industry.

All information is correct at the time of going to print.

E & OE Timico Limited – January 2007

