

## Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

<p><b>1: Introduction</b></p>	
<p><i>Who we are and what we do</i></p> <p><i>A brief overview of our services</i></p> <p><i>The types of customers we look after</i></p>	<p>Greystone Telecom Limited (Company reg: 4066365) is a Communications Provider, established in October 2000, which provides both inbound and outbound telecommunications services to a wide range of businesses across the UK.</p> <p>These services in particular comprise:</p> <p>Outbound:</p> <ol style="list-style-type: none"> <li>1. Lines and calls (UK Local, National, Mobile, International)</li> <li>2. Telephone Preference Service (TPS) solutions</li> <li>3. Network Call Recording</li> <li>4. Broadband and Leased Lines</li> <li>5. Telephony installation and maintenance</li> <li>6. PSTN and/or VoIP technology with SIP trunks</li> </ol> <p>Inbound:</p> <ol style="list-style-type: none"> <li>1. Number Translation Services (NTS)</li> <li>2. Supply of Geographic and Non Geographic Numbers</li> <li>3. Customer Empowerment Portals (including Disaster Recovery, Auto Attendant and Interactive Voice Response, Mid Call Transfer, Flexible Call Routing, and Queue)</li> <li>4. Call Centre and Outworker Solutions</li> <li>5. Network Call Recording</li> </ol> <p>Customer categories:</p> <ol style="list-style-type: none"> <li>1. Start up and small businesses</li> <li>2. Medium sized businesses</li> <li>3. Enterprise (Household name, Blue Chips, Institutions, Charities and Public Sector)</li> </ol>
<p><b>2: Contact details</b></p>	
<p><i>Our Address</i></p> <p><i>How to contact us</i></p>	<p><b>Head Office and Registered Business Address:</b> Greystone House, Rudheath Way, Gadbrook Park, Northwich, Cheshire, CW9 7LL</p> <p><b>Customer service phone number(s):</b> Tel: 0844 822 3943 (Conversations to this number may be recorded) Fax: 0844 822 3944 (Faxes will be converted to an email attachment and sent to the address overleaf)</p>

<p><i>Our email</i></p> <p><i>Our web site</i></p>	<p><b>Customer service e-mail:</b> Email: <a href="mailto:customer_services@greystonetelecom.co.uk">customer_services@greystonetelecom.co.uk</a></p> <p><b>Web Address:</b> Web site: <a href="http://www.greystonetelecom.co.uk">www.greystonetelecom.co.uk</a></p>
<p><b>3: Terms and conditions, including prices and tariffs</b></p>	
<p><i>Our Standard Terms &amp; Conditions</i></p> <p><i>Our Standard Tariff</i></p> <p><i>Our outbound services and our billing cycles</i></p> <p><i>How to contact us</i></p>	<p>Our Standard Terms &amp; Conditions of Business are posted on our website: <a href="http://www.greystonetelecom.co.uk/standard_terms">www.greystonetelecom.co.uk/standard_terms</a></p> <p>Our Standard Tariff is posted on our website <a href="http://www.greystonetelecom.co.uk/standard_tariff">www.greystonetelecom.co.uk/standard_tariff</a></p> <p>Both our Standard Terms &amp; Conditions and our Standard Tariff are available in other formats, from our office address: Greystone House, Rudheath Way, Gadbrook Park, Northwich, Cheshire, CW9 7LL</p> <p><b>Outbound:</b></p> <ol style="list-style-type: none"> <li>1. Telephone Lines - any new connectivity will include a connection, installation or set-up charge. A new service on an existing connection may include a connection, installation or set-up charge; or a re-connection charge. Types of line include Analogue, ISDN2e and ISDN30e. Periodic charges will be applied monthly, quarterly or annually in advance according to the specific contract.</li> <li>2. Annual Support Contracts are applied annually in advance unless otherwise agreed contractually. A range of varying service contracts are available, billed annually, quarterly and monthly in advance, or otherwise according to the specific contract.</li> <li>3. Telephone Calls – billed monthly in arrears, or otherwise according to the specific contract.</li> <li>4. Directory Entries – charges are not applied for a standard entry but will be applied for all non-standard entries, annually in advance, or otherwise according to the specific contract.</li> <li>5. Network Call Recording – may include a connection, installation or set-up charge. Periodic charges if applicable will be applied monthly, quarterly or annually in advance according to the specific contract; and if applicable any per minute tariff will be applied monthly in arrears to the cost of calls within the telephone bill.</li> <li>6. Broadband and Leased Lines - may include a connection, installation or set-up charge. Periodic charges will be applied monthly, quarterly or annually in advance according to the specific contract. Where routers form part of the package and initial or periodic charges will be set out in the Order.</li> <li>7. Telephony installation and maintenance – PSTN and VoIP. A deposit may be required for an installation. All maintenance charges are applied quarterly in advance.</li> </ol> <p>Tel: 0844 822 3943 Calls to this number may be recorded Email: <a href="mailto:customer_services@greystonetelecom.co.uk">customer_services@greystonetelecom.co.uk</a></p>

<p><i>Our inbound services and our billing cycles</i></p> <p><i>How to contact us</i></p>	<p><b>Inbound:</b></p> <ol style="list-style-type: none"> <li>1. Number Translation Services (NTS) in respect of the supply of Geographic and Non Geographic Numbers. Dependent upon number grade and the specific terms, they may include a connection, installation or set-up charge. Billing credits and/or charges are applied monthly in arrears, according to the specific contract.</li> <li>2. Annual Support Contracts are applied annually in advance unless otherwise agreed contractually.</li> <li>3. Customer empowerment and ancillary services may include a connection, installation or set-up charge. Billing charges are applied monthly, quarterly or annually in advance, according to the specific contract.</li> </ol> <p>:</p> <p>Tel: 0844 822 3943 - Calls to this number may be recorded Email: customer_services@greystonetelecom.co.uk</p>
<p><i>Access to our services and how to order them</i></p> <p><i>How to contact us</i></p>	<ol style="list-style-type: none"> <li>1. Our prospects and customers can review our services at our web site At <a href="http://www.greystonetelecom.co.uk">www.greystonetelecom.co.uk</a></li> <li>2. Ordering services may be carried out with our office personnel; or</li> <li>3. Through our accredited channel partners</li> </ol> <ul style="list-style-type: none"> <li>❖ All orders are subject to our Standard Terms &amp; Conditions unless otherwise set out according to the specific contract</li> <li>❖ All pricing is subject to our Standard Tariff</li> </ul> <ol style="list-style-type: none"> <li>1. New Sales Enquiries should be directed to our Sales Desk/New Sales Tel: 0844 875 5000 Email: <a href="mailto:sales@greystonetelecom.co.uk">sales@greystonetelecom.co.uk</a></li> <li>2. Existing Customer Sales should be directed to our Sales Desk/Account Management Tel: 0844 875 5000 Email: <a href="mailto:accountmanagement@greystonetelecom.co.uk">accountmanagement@greystonetelecom.co.uk</a> Or your account manager's Direct Dial In and or email address</li> <li>3. If you are unable to contact your existing channel partner who has recommended our services Tel 0844 875 5000 Email: <a href="mailto:channelmanager@greystonetelecom.co.uk">channelmanager@greystonetelecom.co.uk</a> Quoting your channel manager name or reference</li> </ol> <p>Calls to the above numbers may be recorded</p>
<p><i>Pricing information</i></p> <p><i>Standard tariffs</i></p>	<p>The Standard Pricing of the products and services we supply is included within our Standard Tariff, which is posted on our web site at <a href="http://www.greystonetelecom.co.uk/standard_tariff">www.greystonetelecom.co.uk/standard_tariff</a></p>

<p><i>Individual tariffs</i></p> <p><i>How to find out more about them or obtain them</i></p>	<p>We provide a range of other tariffs and can provide individual tariffing and bespoke rates, in which event any variations from our Standard Tariff will be set out within the Order or Contract</p> <p>Both Standard and Individual Tariffs can be emailed, faxed or posted to you.</p> <ol style="list-style-type: none"> <li>1. New Tariff Enquiries should be directed to our Sales Desk/New Sales Tel: 0844 875 5000 Email: sales@greystonetelecom.co.uk</li> <li>2. Existing Tariff should be directed to our Sales Desk/Account Management Tel: 0844 875 5000 Email: accountmanagement@greystonetelecom.co.uk Or your account manager's Direct Dial In and or email address</li> <li>3. If you are unable to contact your existing channel partner who has recommended our services Tel 0844 875 5000 Email: channelmanager@greystonetelecom.co.uk Quoting your channel manager name or reference</li> </ol> <p>Calls to the above numbers may be recorded</p>
<p><i>Contract conditions</i></p> <p><i>Initial term of our contracts</i></p> <p><i>Contracts automatically renewed unless notice served on us</i></p> <p><i>How to give us notice</i></p>	<p>Our Standard Terms &amp; Conditions of Business are posted on our website: <a href="http://www.greystonetelecom.co.uk/standard_terms">www.greystonetelecom.co.uk/standard_terms</a></p> <p>The Initial Term of our contract is set out in a prominent position within the Order. (Min 12 months up to Max 72 months)</p> <p>Unless otherwise stated our contracts automatically renew for a duration similar to the Initial Term, unless notice has been served on us by our customer, not more than 6 months and not less than 3 months before its expiry.</p> <p>We will accept notice by telephone, email, fax or post to our business address but we reserve the right to check that such notice has been given by an authorised person on behalf of our customer.</p> <ul style="list-style-type: none"> <li>❖ By Tel: 0844 875 5000</li> <li>❖ By Fax: 0844 875 5001</li> <li>❖ By Email: servenotice@greystonetelecom.co.uk</li> <li>❖ By Post: (If Registered no accompanying telephone call required) Greystone House, Rudheath Way, Gadbrook Park, Northwich, Cheshire, CW9 7LL</li> </ul>

<p><b>4: Customer service</b></p>	
<p><i>Service Credits where Service falls below our Service Level Agreement (SLA)</i></p> <p><i>Discretionary payments</i></p> <p><i>Refund Policy</i></p>	<p>Our Standard Terms &amp; Conditions of Business provide our customers the ability to claim service credits from us where delivery of the service has not met the conditions of any SLA that we have agreed.</p> <p>Where a fault has been reported to our Customer Services Team and they have failed to meet the SLA by more than 15 minutes, our method of Service Credit calculation is based on the volume of call traffic minutes occurring at the same time in the previous month multiplied by our average charge or credit applied in the previous month.</p> <p>We reserve the right to make discretionary payments where our service has fallen below the expectations we place on our staff</p> <p>If we have inappropriately billed a customer for a product or service they have not requested or received, we will refund the inappropriate charge within 30 days of being notified</p>
<p><i>Our complaint handling process</i></p> <p><i>Escalation process</i></p> <p><i>Customer service telephone and fax</i></p>	<p>We require several pieces of information in order to progress a complaint:</p> <ul style="list-style-type: none"> <li>✓ First and last name of complainant</li> <li>✓ Phone Number &amp; Account Number</li> <li>✓ Company or Business Name (if applicable)</li> <li>✓ Name, address and post code (if different from billing data)</li> <li>✓ Confirmation of time and date of call</li> <li>✓ Nature of the complaint</li> </ul> <p>What we then do:</p> <ul style="list-style-type: none"> <li>❖ During normal business hours, we will provide the customer with a ticket with a reference, with the name of the person who has issued that ticket.</li> <li>❖ Our aim is then to resolve any complaint when first notified and/or within any SLA provided</li> </ul> <p>If we receive a complaint that requires lengthy investigation</p> <ul style="list-style-type: none"> <li>❖ We will endeavour to address and reasonably resolve any points raised in the complaint within 14 days.</li> </ul> <p>If the customer is not happy with the progress:</p> <ul style="list-style-type: none"> <li>➤ The customer may escalate the issue to our Customer Service Director</li> </ul> <p>Tel: 0844 822 3943 (Conversations to this number may be recorded)  Fax: 0844 822 3944 (Faxes will be converted to an email attachment and sent to the address overleaf)</p>

*Customer service email*

*Our complaint handling process (continued)*

*Alternative dispute resolution procedure*

*Checklist*




*Don't wait for us if you're unhappy*

*Contact Details for OTELO*

**Customer service e-mail:**

Email: [customer\\_services@greystonetelecom.co.uk](mailto:customer_services@greystonetelecom.co.uk)

If we are unable to resolve the complaint to our customer's satisfaction within 8 weeks

-  We will issue a "Deadlock Letter" notifying our customer of the situation.
-  Our customer may then refer their complaint to a third party, independent dispute resolution body, to help resolve the issue on their behalf.
-  We are registered with the independent dispute resolution body which is "The Telecoms Ombudsman (OTELO)"



For OTELO to be able to handle the complaint:

- The event must occur after 30th Sep 2003
- They must be notified within 12 months of the occurrence which has caused the complaint
- 8 weeks have passed since we have been notified us of the complaint or we have issued a "Deadlock Letter"
- No longer than 9 months has elapsed from when the complaint was first mentioned to us
- No longer than 6 months has elapsed after the 8 week period or issue of the "Deadlock Letter"

Please Note: If more than 8 weeks has passed since you first made your complaint, please contact OTELO directly.

OTELO "The Telecoms Ombudsman"

This is a free service that deals with complaints against member telecommunications companies from residential and small business customers, who have 10 or less staff and or spend less than £5,000 per annum with their provider.

Otelo, PO Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614 or 01925 430 049

Fax: 0845 051 1513

Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

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

<b>5: How to obtain this Code of Practice</b>	
	<p>Our Code of Practice is published on our web site at: <a href="http://www.greystonetelecom.co.uk/code">www.greystonetelecom.co.uk/code</a></p> <p>Free copies will be made available on request in a variety of formats:</p> <ul style="list-style-type: none"><li>• Microsoft Office Word (.doc)</li><li>• Adobe Reader (.pdf)</li><li>• Large Print and Braille</li></ul>
<b>6: Additional information</b>	