

## **Code of Practice For Handling Complaints and Dealing With Problems**

### **Introduction**

We, Supply Communications, provide, install and maintain digital-phone systems. We also offer discounts on line rentals and call rates. We are based in Nursling, Southampton, and we are a part of The Supply Group Ltd.

### **Contact details**

**Address:** Winchester Hill Business Park  
Winchester Hill  
Romsey  
Hampshire  
SO51 7UT

Customer service phone number: 0800 294 2030

Customer service email: [info@thesupplygroup.co.uk](mailto:info@thesupplygroup.co.uk)

Website: [www.thesupplygroup.co.uk](http://www.thesupplygroup.co.uk)

### **Terms and conditions (including prices and tariffs)**

Our services include:

- supplying phone equipment including phone systems, phone handsets and mobile handsets;
- line rentals and network services, including connecting phone calls;
- broadband services;
- technical support on site and off site;
- supplying non-geographic phone numbers (for example 0845, 0870 and 0844);
- supplying computer software and hardware for managing phone communications systems; and

- providing extra equipment from chosen suppliers which is compatible with telecommunications equipment we supply, for example headsets, call-recording equipment and so on.

### **Equipment warranty**

We supply all Siemens phone equipment with a 12-month warranty. If this equipment is faulty, we will replace it for free within the first 12 months after we installed it. We will sell equipment supplied from other manufacturers with a warranty period equal to that offered by the manufacturer.

We give all customers the opportunity to sign a maintenance contract for their phone equipment. This gives you an extended warranty and covers all charges for replacing faulty equipment and engineering charges during the contract.

### **Maintenance and repairs**

We keep a record of enquiries about phones and we deal with the most urgent ones first. We constantly monitor the level of service we offer, and our response times, to make sure that you receive a quick, efficient and professional response to all enquiries. During office hours, we aim to respond to all technical problems within an hour.

### **Access**

You can get full details of all our products and services at [www.thesupplygroup.co.uk](http://www.thesupplygroup.co.uk) or you can phone 0800 294 2030 for more information.

### **Pricing information**

The price of our products may change, depending on the exchange rate at the time we buy any equipment. The price could vary day to day. Also, the price of the equipment we buy could change every three months, which is due to changes in prices made by Siemens. This also applies to extra equipment.

The price of our equipment depends on several things, including:

- the number of extensions;
- the length of the lease;
- the amount and type of extra equipment; and
- whether installation, maintenance, line rental, call routing and so on is included.

For more information about pricing please call 0800 294 2030.

## **Contract conditions**

### Standard conditions

Our typical contracts last three, five or seven years. We also offer an ongoing rental service if you do not want to enter into a lease. You are entitled to cancel services in writing at any time. If you are still in a contract with us, you will have to pay a charge to end it. We work out the charge in line with the conditions set out in each contract. You can get detailed advice by phoning 0800 294 2030.

We aim to make sure that we clearly tell you our terms and conditions when we sell you a product. We always give you a copy of all contract documents that you have signed at the time of the sale.

We are committed to making sure that the companies we work with keep to the Consumer Credit Act 1974, as well as having our own consumer credit licence (which allows us to lend money to companies who have difficulty getting credit).

If you want to cancel your contract, please call 0800 294 2030.

## **Compensation or refund policy**

If we have overcharged you, we will give you a refund immediately when you ask for it. Our responsibility for costs, loss of profit or goodwill is clearly set out in our order form, which every customer must sign at the time they are sold the service.

(See the terms and conditions of your order form for more details.)

If we make a mistake with a bill, you must tell us about this and we will immediately investigate it, and, if appropriate, put the problem right on the next bill.

You can get a full list of the calls you have made and how much they have cost you, but this will cost extra.

We send you a bill for the yearly maintenance contract charges every year, just before the date the contract started. You must pay this bill before the yearly renewal date, to make sure you continue to receive the service.

We send you other bills as and when we provide services. Unless we have agreed otherwise, you must pay the bill when we have finished the work. We will always try to make sure that each bill has a clear explanation of the type of charges and the date you must pay them.

## **Dealing with complaints**

If you want to complain about our service, please phone our customer service department on 0800 294 2030. We will record any complaint we receive about any of

our products and services on our database and we will immediately refer them to a member of our customer service team. The customer service team member will discuss the complaint with you and will work with the head of department to deal with the problem.

We monitor how we deal with complaints to make sure that we handle all complaints within a suitable time and to a suitable standard. We will store any letters you send us about problems on our database.

If you are not happy with how we deal with your complaint, or if we are not able to resolve with the problem, we will issue you with a 'deadlock' letter, which means you can make a complaint through Otelo who offer an independent alternative dispute resolution service. Or, if more than eight weeks has passed since you first made your complaint, please contact the ADR scheme direct.

#### Contact details

Otelo  
PO Box 730  
Warrington  
WA4 6WU

Phone: 0845 050 1614 or 01925 430 049

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

#### **How to get a copy of this document**

We publish this code of practice on our website at [www.thesupplygroup.co.uk](http://www.thesupplygroup.co.uk). You can get extra copies for free by asking us. This document is also available in large print.

### Extra information

This code of practice has been approved by Ofcom, for the purposes of section 52 of the Communications Act 2003. The guidelines for producing codes of practice are on Ofcom's website at

[www.ofcom.org.uk/telecoms/ioi/g\\_a\\_regime/gce/ccodes/ccodes.pdf](http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf).

