



## Code of Practice

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Beverley Enterprise Centre, Beck View Road, Beverley, HU17 0JT

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# SIMPATICO COMMUNICATIONS CODE OF PRACTICE

Simpatico Communications provides a range of telecoms products to businesses. We use a range of different suppliers to provide the services which you require, and take responsibility for ensuring they meet your needs, and liaising with suppliers when problems arise.

## PURPOSE OF THIS DOCUMENT

The purpose of this document is to outline our services, our customer care policies and how we deal with dispute resolution. A copy is available on our website at [www.simpatico.co.uk](http://www.simpatico.co.uk)

## CONTACTING US

If you have any questions about our services or have a problem which needs resolution, you can contact us as follows:

Office address: Beverley Enterprise Centre, Beck View Road, Beverley, HU17 0JT

Email: [enquiries@simpatico.co.uk](mailto:enquiries@simpatico.co.uk)

Telephone: 01482 935955 (9am – 5pm Monday to Friday).

Out of hours telephone: 07403 639789.

## OUR COMMITMENT TO YOU

Our business is built on open, honest communication. We choose providers to supply your services based on their suitability to your needs, and we try as hard as is reasonably possible to supply services which meet your needs. We abide by all relevant laws and regulations.

## OUR PRODUCTS AND SERVICES

Our services include, but are not limited to:

- Mobile telephony and data services
- Landline telephones and calls
- VoIP and IP telephony
- Broadband services
- ISDN
- Non-geographic numbers

## SALES AND MARKETING

We always deal honestly and fairly with you, and avoid pressure sales techniques or misleading claims. We abide by the relevant ASA code of practice which can be found at [www.asa.org.uk](http://www.asa.org.uk).

# TERMS AND CONDITIONS

After a verbal agreement from you for us to supply you with services, and before you sign a contract, we will provide you with our terms and conditions which form part of that contract. We or our suppliers may carry out a credit check prior to our agreement to provide the service.

## CONTRACT LENGTHS

Contract lengths vary depending on the service(s) which you choose to take. As part of the sales process, we will make clear to you what the contract lengths are. We will endeavour to provide those services within the timescales which you require, and keep you up to date with progress. Timescales may vary depending on the availability of hardware, installation times (for example, of lines to your business premises) and the need to do a site survey.

## CANCELLATION

Where you take out a contract with us, we will explain the cancellation terms for that particular service. For all services, we may charge a fair amount reflecting the cost of terminating your service with the wholesaler. If you wish to end your service before the end of the contract term, then please contact us for a calculation of what charges will apply. We will never charge you unfairly inflated 'administration' charges for cancelling a service.

After the minimum contract term has expired you can cancel any service giving us three months' notice, unless specified otherwise in any network contract which you may have signed.

## SERVICE FAULTS & REPAIRS

If you experience a fault please contact as soon as possible. We aim to have all faults and repairs investigated and concluded within 3 working days.

## REFUNDS

If you discover what you believe is an error in your billing, we will investigate and respond within 10 working days. If it is found that an error has been made, we will credit you the corresponding amount in the next month's invoice.

## BILLING

You will be billed monthly by Direct Debit. If you are not able to set up a Direct Debit then we can agree other forms of payment such as direct payment into our account or cheque payment (a charge may apply for cheques). If you experience difficulties paying your bill then please contact us to discuss the issues as soon as possible.

## NUMBER PORTING / MOVING OFFICES

We recognise that keeping the same telephone numbers is vital to most businesses. We will assist you in porting your existing number(s) over to any service which you take from Simpatico. In addition, we will not obstruct the porting of numbers should you wish to move away from Simpatico to another supplier. Should you move offices it is important that you give us as much notice as possible, and a

minimum of 28 days, so that we can update billing details and, where necessary, arrange for the porting of numbers where it is possible.

## COMPLAINTS HANDLING & DISPUTE RESOLUTION

We want all of our customers to be happy with the service we provide, but accept that sometimes things can go wrong. We endeavour to handle all complaints and disputes in a professional manner. Please contact us as soon as possible about any complaints you may have.

You may complain to us by telephone, email or post. If you telephone us, we will try to deal with that complaint whilst you are on the line. We may ask you for proof of your identity to ensure that your data remains confidential.

If you complain by email we will acknowledge receipt of the email and explain how we will respond. We will also confirm who will be your point of contact.

We aim to resolve all disputes and complaints within 10 working days, although sometimes there may be issues outside of our control which makes this impossible. If at any time you are unhappy with the way in which your complaint is being handled, you can ask for the issue to be escalated to a higher level of management.

If, after 8 weeks, you feel that we have not adequately dealt with your complaint, or you have received a letter from us stating that your complaint has reached 'deadlock', then you can seek assistance from:

The Ombudsman Services – Communications

Address: 3300 Daresbury Park, Halton, Cheshire, WA4 4HS.

Tel: 0330 440 1614

Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

You may also, at any time during those eight weeks, ask us to send you a 'deadlock' letter so that you may contact The Ombudsman Services. However, if we believe that we will soon be able to resolve your complaint we reserve the right not to send that letter.

The Ombudsman Service is an independent organisation approved by Ofcom to provide Alternative Dispute Resolution. Their job is to review the dispute from both our and your point of view, and to provide a resolution by recommending actions to be taken by either or both parties.