

CODE OF PRACTICE - Small Business Customers

INTRODUCTION TO OUR COMPANY AND SERVICES

Diva Telecom Ltd is an independent company that delivers a range of communications services aimed at business customers.

PURPOSE OF THIS CODE OF PRACTICE

This code of practice, together with our standard terms and conditions for the relevant product or service that you take from us, describes the relationship between you the customer, and us, the service provider.

In this code we tell you what standards of service you can expect in relation to our services. We also explain our commitments and tell you how to complain if things go wrong.

This Code of Practice is published on our website www.divatelecom.co.uk. Additional copies are available on request and free of charge to any of our small business customers. It is also available in larger print.

HOW TO CONTACT US

- By phone: 08:30-17:30 Monday to Thursday and 08:30-17:00 Friday (excl. public holidays) on 0330 333 0330
- By email: support@divatelecom.co.uk
- By fax: 0330 333 0331
- By letter: Diva Telecom Ltd, Glendevon House, 4 Hawthorn Park, Coal Road, Leeds LS14 1PQ
- Or via our website: www.divatelecom.co.uk

OUR COMMITMENT TO YOU

We are committed to giving you the highest quality of customer 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

- Carrier Pre-Select (calls)
- Wholesale Line Rental
- Business Connectivity
- Phone Systems and Hosted Centrex
- International and UK inbound numbers (non-premium rate)
- Audio Conferencing
- SMS Services

To find out more about our products and services, please contact us on 0330 333 0330 or visit our website at www.divatelecom.co.uk

MARKETING AND SALES PRACTICE

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website www.cap.org.uk

Our sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered and the services we offer will always be appropriate and relevant to your needs.

Any sales or support enquiries you make will be dealt with quickly and efficiently. If you are dissatisfied with any interaction between you and a Diva Telecom team member, you can speak to the staff members' line manager.

We fully comply with OfCom rules concerning mis-selling.

TERMS AND CONDITIONS

When you subscribe to a service from Diva Telecom Ltd we will require you to sign a service specific agreement, the agreement will include the terms and conditions relevant to the service ordered.

When you apply for Diva Telecom services, we provide them to you as soon as possible. Lead times will vary depending on the product ordered, and when you place your order we will provide an indication of the applicable lead time.

We may carry out a credit check as part of our assessment procedures.

CANCELLATIONS

If you want to cancel a service with Diva Telecom, please advise us by email, by fax or in writing so that we can arrange to send you a final bill. If you do not tell us to end the service, we will continue to send you bills and you will remain responsible for the charges.

Should you wish to terminate your contract within the agreed minimum term we will charge a fee as set out in your agreement. You can cancel any service by email, fax or in writing giving us 30 days' notice.

You can see full details of your minimum term in your agreement.

FAULTS AND REPAIRS

Please call our Customer Support Team on 0330 333 0330 if you experience a fault with any of our services.

PRICE LISTS

Our pricing structure is available from our Customer Support Team on 0330 333 0330. We will write to you in advance if we change the pricing structure on any of your products and services.

PAYING INVOICES

Standard payment terms of invoices are 15 Days Net. Any dispute or enquires should be made within 14 days to Diva Telecom on 0330 333 0330 or via email to support@divatelecom.co.uk.

The preferred method of payment is Direct Debit, but we do also accept payments via BACS, credit card and cheque. This will be agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Support Team on 0330 333 0330.

We provide itemised bills as part of our service to you free of charge.

If you have difficulty paying your bill, please contact us on 0330 333 0330 and we will try to arrange a different method of payment or payment terms. We will do all we can to help our small business customers to manage their bills and avoid disconnection. We will only cease your service as a last resort. We will not cut you off for non – payment while there is a genuine dispute about an unpaid bill for services or charges, but only if you have paid for all charges that are not disputed.

MOVING PREMISES

If you are moving premises you should give us as much advanced warning as possible. Call our Customer Support Team on 0330 333 0330 for more information on how to receive our services at your new premises.

NUMBER PORTING

Diva Telecom Ltd recognise that keeping your existing telephone numbers may be important to you. Subject to technical availability we may be able to port your number from other service providers or transfer them to your new premises. We will work with you to ensure that the services are switched over at an appropriate time.

DIRECTORY ENQUIRIES

You are entitled to a directory listing (including an entry in the phone book) for your fixed telephone numbers. If you do want your details included, please contact our Customer Support Team on 0330 333 0330.

COMPLAINTS

Our Complaints Code of Practice, which is available on our website, applies to complaints from small business customers. It describes how we handle complaints, what happens if you are unhappy and how to escalate a complaint, and provides details of your right to go to Alternative Dispute Resolution if you are dissatisfied with the outcome of your complaint.

We are a member of the Ombudsman Services: Communications ADR scheme.

A complaint may be taken to Ombudsman Services: Communications if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks. We will try to deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 28 days.

How to register a complaint:

You can contact us by using the following methods:

- By phone: Please call our Customer Services Team on 0330 333 0330. The team will try to resolve your issue whilst you are on the call. If we are unable to resolve at first point, the appropriate escalation path will be followed to ensure the speediest resolution to your complaint.
- By letter: Please send your letter to the address below. Make sure you include the account number and telephone number of the service you are complaining about.
Diva Telecom Ltd
Glendevon House
4 Hawthorn Park
Coal Road
Leeds
LS14 1PQ
- By email: support@divatelecom.co.uk
- Or via our website: www.divatelecom.co.uk

Please view our Complaints Code of Practice for full details of the process.

DATA PROTECTION

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

PREMIUM RATE SERVICES (PRS) AND CALL BARRING OPTIONS

Calls to all Premium Rate Services (e.g. numbers beginning 09 and 0871) called through a UK landline (or mobile) are subject to the PhonepayPlus Code of Practice. The PhonepayPlus code covers services that provide recorded information and those involving live conversations. It also covers directory enquiry calls and reverse billed SMS (where you are charged for the receipt of messages). Those providing the services must comply with specified standards of advertising, behaviour, decency etc. that are set out in the PhonepayPlus Code of Practice.

You can view this on the PhonepayPlus website at www.phonepayplus.org.uk

Similar services are available by dialling international numbers but these numbers are not regulated by PhonepayPlus. They can be very expensive to call and sexually explicit. If you are not sure whether a number is a premium-rate number, a UK number, or an international number, please call us on 0330 333 0330.

How to bar access to PRS Numbers

We provide the option for you to bar access to premium-rate calls. You can prevent calls to all UK premium rate numbers. You can also choose to block international calls.

For more details on how to restrict calls from your phone, or how to change an existing restriction, please call the Customer Support Team on 0330 333 0330.

Services advertised with a 00 prefix (international calls) will still be available unless you have barred them; these may include uncontrolled adult services overseas.

Internet Diallers

Some services you may want to use are designed so you have to download dialler software on to your PC. This removes the need to subscribe to a service or pay through a credit card. Charges for the service will appear on your phone bill against a premium rate number.

Services that do this include adult entertainment, ring tones, games and interactive information services like horoscopes and on-line gambling. We do not provide these services.

Diallers can be downloaded when you are browsing websites, they should always ask you to give your permission before they download.

If you believe that a dialler has been downloaded on to your PC without your permission please call us on 0330 333 0330. The best way of preventing unauthorised diallers is to install the latest software to protect your computer, and always to get the latest security upgrades and patches from your supplier. You should speak to your PC supplier for further guidance.

Complaints about Premium Rate Services

What we can do for you:

- Provide information on general questions about premium rate services.
- Deal with number-checking requests through the facilities provided on the PhonepayPlus website at www.phonepayplus.org.uk
- If available, provide details of the service provider for the premium-rate service number so that you can contact them directly for a refund.
- Provide information about the prices for calls to any premium-rate service number when dialled using our services.
- Provide basic information about how premium rate services work, together with a basic explanation of how revenue share works.
- Provide information about how you can bar calls to all or specific premium-rate numbers from your phone line.
- Provide information about how 'internet diallers' work and how you can identify and take action (such as improving your computer's security), to avoid similar problems in the future.

How to complain to PhonePayPlus

If you have a complaint about a particular service that you think is regulated by PhonepayPlus, you can send them a formal complaint. There are various ways of doing this:

If you have a hard copy of the promotion in question (i.e. a page from a newspaper), please supply your complaint in writing to: FREEPOST RTJJ-RLGS-HRJK, PhonePayPlus, Clove Building, 4 Maguire Street, London, SE1 2NQ

By using the PhonepayPlus online complaint form www.phonepayplus.org.uk

By calling their free helpline on 0800 500 212 from 8am-8pm, Monday-Friday

Telephone Preference Scheme

If you don't want to get sales and marketing calls you have not requested, you can register with the Telephone Preference Service (TPS). It is an offence for organisations or companies to continue to make unsolicited calls to individuals or businesses who have registered their details with the scheme. You can contact the Telephone Preference Service via www.tpsonline.co.uk or by telephoning 0845 0700707.

USEFUL ADDRESSES

www.ombudsman-services.org

www.ofcom.org.uk

www.phonepayplus.org.uk

www.tpsonline.org.uk

www.fcs.org.uk