

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



## About us

Direct Save Telecom is an independent company that delivers telephone and data services to our customers throughout the UK. We know that your telecommunications are vital to you both in quality and price. As we align ourselves only to Tier 1 Carriers you can be assured that the prices that we deliver are not at the expense of quality.

## Contacting us

You can contact us by telephone between 9am and 5pm Monday to Friday.

Address:	Direct Save Telecom Hartcran House, Gibbs Couch, Carpenders Park, Herts. WD19 5EZ
Customer Services Telephone Number	0845 272 0072
Customer Services Facsimile	020 8428 9134
Customer Services Email	services@directsave.co.uk
Sales Enquiry Email	sales@directsave.co.uk
Web site	www.directsavetelecom.co.uk

## Our Commitment to you

Direct Save Telecom is committed to providing you with the highest quality of service. Our company delivers to you telecommunications services purchased from BT Wholesale, LLU Operators and Tier 1 Carriers. At all times we use our best endeavours to supply the services that satisfy your requirements.

## Our Services

We offer a wide range of products utilising BT Wholesale's range of products together with leading edge LLU services and carrier pre-selection with Tier 1 Carriers (these are network owners). These products include both business and residential line rental, services such as Call Waiting, lower call charges and broadband. For further details about our products please contact our Sales Team on 0845 272 0076

## Transferring to Direct Save Telecom or ordering a new service

To order any of our services please call customer services on 0845 272 0072

We normally do business on our standard terms and conditions, a copy of which is available on request from our customer services team or via our web site [www.directsavetelecom.co.uk](http://www.directsavetelecom.co.uk). The minimum term for our telephone service is 28 days. We will provide your telephone service at the earliest opportunity, this is usually within 21 days of your original request, and is subject to the availability of lines at your premises. If there are special circumstances such as the need to install additional cabling we will advise you of the revised time scales and arrange suitable appointments.

## Moving Premises

If you are relocating please call our customer services team on 0845 272 0072 at least 10 working days before you move so that we can make the appropriate arrangements. If there are special circumstances regarding the move we will advise you of the revised time scales. It is important to let us know when you are moving to ensure that you are not charged for calls made from your old address once you have moved. You will remain responsible for any calls made until the point of notification. A final invoice will be sent to your new address once you have moved.

## Repairs

Should you experience a fault on your line please call our fault repair service on 0845 272 0072 or alternatively you can contact them by email at [faults@directsave.co.uk](mailto:faults@directsave.co.uk). We align our response times and services with BT Openreach and always endeavour to provide the highest levels of customer fault care.

## Pricing

We offer a unique Price Promise for our contracted clients: We promise to at least match, or where possible beat, any tariff from a comparable supplier, for an equivalent product, upon the renewal of our service at the end of the Minimum Period. Please contact our Customer Services team for our current price list for our services and products or visit our Web site: [www.directsavetelecom.co.uk](http://www.directsavetelecom.co.uk)

## Cancellation

Should you decide to cancel your order for Direct Save Telecom to provide your telephone service, you can do so, without charge, within 7 working days of placing your order. After 7 working days we will apply a compensation charge as per the terms and conditions of the contract.

If you are a business customer and you cancel before the end of the Minimum Period this will be £19.50 plus 25% of the monthly average invoice value for each month (or part of) of the remaining term on your contract with us.

If you are a residential customer on one of our Options tariffs you may cancel without penalty providing that you give us 28 days prior written notice of your cancellation. Failure to provide us with 28 days prior written notice of cancellation will result in an administration charge of £19.50 being applied.

Should customers on home broadband packages leave the Broadband service within the first 12 months they will be charged a £50 disconnection fee.

All cancellations need to be notified in writing to Direct Save Telecom, at the contact address given above.

## Billing

We will bill you monthly at the beginning of each month, typically between the 5th and 8th of each month. We bill one month in advance for line rental and package fees and in arrears for any call charges outside of any Free call plans. When joining our service you will be notified of the transfer date and invoiced for line rental and package fees covering any partial month plus the next whole month, this is due for payment 7 days later.

Payment is by Direct Debit, which represents one simple monthly transaction. You have complete peace of mind regarding the accuracy of your payment, as the safeguards of the Direct Debit Guarantee Scheme operated by the Banks will protect you.

## The Direct Debit Guarantee



This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amount to be paid or the payment dates change Direct Save Telecom will notify you 7 days in advance of your account being debited or as otherwise agreed.

If an error is made by Direct Save Telecom or your Bank or Building Society, you are guaranteed a full and immediate refund from your local branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of the letter to us.

## Refund Policy

You can be assured that we will use our best endeavours to correctly and accurately charge your account for our products and services. If you believe that an error has been made please contact our Billing Team on 0845 272 0072 or email [billing@directsave.co.uk](mailto:billing@directsave.co.uk) We will investigate and if anything has been charged in error we will make a full refund to your account.

## Disconnection

Should you have difficulty paying your bill please contact us so that we can arrange a suitable alternative method of payment. Please do not cancel your direct debit, as this will need to be in place for future payment collections. Where a direct debit is unpaid due to insufficient funds or cancellation of the direct debit instruction, a £14.99 administration charge will be included on your next monthly bill. We will not disconnect you from our service unless payment is defaulted on, or a direct debit is not in place to allow us to collect future payments. Prior to doing so we will contact you advising of the outstanding balance or the need for you to re-establish the direct debit instruction, allowing 7 days for this to be done. After this period we may restrict your telephone service by way of call barring to prevent an increase in the debt. Further reasons for which we may disconnect your service are given in Section 7 of our Terms and Conditions, a copy of which is available from our customer services team or via our web site [www.directsavetelecom.co.uk](http://www.directsavetelecom.co.uk)

## Social Responsibility

Malicious calls cause annoyance, inconvenience and a great deal of anxiety. We view this problem very seriously and work closely with the BT's nuisance call department, the police and other bodies within the Telecommunications Industry to tackle it. Should you experience malicious or nuisance calls please call our customer services team on 0845 272 0072 for information on how to deal with the situation.

## Complaint Procedure

Should you have a complaint about our service, in the first instance please contact our customer service team on 0845 272 0072 alternatively please write to us at Hartcran House, Gibbs Couch, Carpenders Park, Herts. WD19 5EZ or email [complaints@directsave.co.uk](mailto:complaints@directsave.co.uk) All complaints are treated very seriously and we operate a complaint procedure in order to resolve issues as quickly as possible to everyone's satisfaction. If your complaint has not been dealt with after 4 weeks you can escalate the complaint to by emailing [director@directsave.co.uk](mailto:director@directsave.co.uk) or writing to the Operations Director at the above address.

## Alternative Dispute Resolution

If after eight weeks you feel that we have not dealt with your complaint in a timely and satisfactory manner, or if we have sent you a letter explaining that the issue has reached "deadlock" you can refer the matter to an Ombudsman and ask them to investigate:

OTELO, PO Box 730, Warrington, WA4 6WU

Telephone: 0845 050 1614

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

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

## Other Useful Information

Terms and Conditions

Home User [www.directsavetelecom.co.uk/home\\_terms\\_conditions.html](http://www.directsavetelecom.co.uk/home_terms_conditions.html)

Home User Broadband [www.directsavetelecom.co.uk/broadband\\_terms.html](http://www.directsavetelecom.co.uk/broadband_terms.html)

Broadband Usage Policy [www.directsavetelecom.co.uk/up.html](http://www.directsavetelecom.co.uk/up.html)

Business User [www.directsavetelecom.co.uk/terms\\_conditions.html](http://www.directsavetelecom.co.uk/terms_conditions.html)

## OFCOM

Ofcom Contact Centre, Riverside House, 2a Southwark Bridge Road, London SE1 9HA

Telephone: 0845 456 3040 or 020 7981 3040

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

Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

This *Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers* has been approved by OFCOM and copies of this Code are available at [www.directsavetelecom.co.uk/code\\_of\\_practice.html](http://www.directsavetelecom.co.uk/code_of_practice.html)

(December 2009)