

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 the echelons of Tier 1 Carriers you can be assured that we are committed to giving you services of the highest quality at the lowest prices.

Contacting us

You can contact us by telephone between 8am and 8pm Monday to Friday and 9am to 5pm Saturdays.

Address:	Direct Save Telecom Unit 2 Century Court, Tolpits Lane, Watford, WD18 9RS
Customer Services Telephone Number	01923 709709
Customer Services Email	customerservices@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 do our utmost to supply the services you need to satisfy your requirements.

Our Services

We offer a wide range of products utilising a variety of products together with Tier 1 Carriers (these are network infrastructure owners). These products include business and residential services such as full fibre broadband (FTTP), VOIP and select services line caller display. For further details about our products please contact our Sales Team on 01923 709709 option 1 or by visiting www.directsavetelecom.co.uk.

Transferring to Direct Save Telecom or ordering a new service

To order any of our services please call customer services on 01923 709709 Option 1 or by visiting www.directsavetelecom.co.uk. All agreements are subject to 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/terms_conditions.php. The minimum term for our telephone only service is 12 Months. Our full fibre broadband (FTTP) products are based on 12 or 18 month agreements. 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 services 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. We tailor our services to suit you at a time convenient to you.

Moving Premises

If you are relocating, please call our customer services team on 01923 709709 Option 3 at least 10 working days before your move date 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 until the date requested for your service to be cancelled.

Repairs

Should you experience a fault on your line please call our technical support team on 01923 709709 Option 2.

Cancellation

Should you decide to cancel your order for Direct Save Telecom to provide your services, you can do so, within the 14 day cooling off period which starts from the date you first sign up to our services.

If you are a residential customer on one of our non-contract tariffs, you may cancel without penalty providing that you give us 28 days prior written or verbal notice of your cancellation. Failure to provide us with 28 days prior written or verbal notice of cancellation will result in an administration charge of £19.50 being applied. Residential customers on one of our contract tariffs will need to provide 28 days written or verbal notice. Leaving before the minimum period will incur early termination fees as per our Terms and Conditions, copies of which are freely available at www.directsavetelecom.co.uk/terms_conditions.php. Where a reduced installation fee or set-up has been paid an additional fee of £69.50 for a line installation or £149.50 for a free full fibre installation will be chargeable.

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.

All cancellations need to be notified to Direct Save Telecom directly. Orders received from gaining providers without prior notice of the customer of cancellation, will not be deemed as notice served.

Billing

We will bill you monthly at the beginning of each month, typically on the 7th of each month, unless instructed by you to be otherwise. We bill one month in advance for 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 endeavors to correctly and accurately charge your account for our products and services. If you believe that an error has been made, please contact our customer service team on 01923 709709 option 3 or email customerservices@directsave.co.uk. We will investigate and if anything has been charged in error we will raise a credit onto 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 or a recurring card payment is unpaid due to insufficient funds or cancellation of the direct debit instruction, a £14.95 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 and/or broadband service 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

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 01923 709709 option 3 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 01923 709709 option 3. Alternatively please write to us at Direct Save Telecom, Unit 2 Century Court, Tolpits Lane, Watford, WD18 9RS or email customerservices@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 by emailing escalation@directsave.co.uk or by 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: Communications Ombudsman, PO Box 730, Warrington, WA4 6WU

Telephone: 0330 440 1614, Textphone: 0330 440 1600

Website: www.commsombudsman.org

Email: enquiry@commsombudsman.org

Other Useful Information

Terms and Conditions

http://www.directsavetelecom.co.uk/terms_conditions.php

OFCOM

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

Telephone: 0300 123 3333 or 020 7981 3040

Web site: www.ofcom.org.uk

Email: 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.php

(October 2023)