

## **CODE OF PRACTICE**

### **V1.1**

This Code of Practice is available in large print. To request a copy, please contact us as shown below.

#### **1. Introduction**

The purpose of this Code of Practice is to inform customers about Microtalk Europe and the services we provide. It describes what you can expect from us, our key policies and how to contact us.

#### **2. About Us**

Microtalk Europe supplies the UK residential and business market with fixed line telecommunications services.

Microtalk Europe aims to offer savings on calls and line rental. We email statements once a month and collect payment by Direct Debit.

To ensure a world-class service, our partners and suppliers include the world's largest telecoms networks and payment processors.

#### **3. Contact details**

You may contact us in the following ways:

Email: [customerservices@microtalk.co.uk](mailto:customerservices@microtalk.co.uk)

We aim to give you a personal reply to all emails within 1 working day.

Phone: 0203 630 1101

Monday to Friday, 9am to 5pm

Post:

Microtalk Europe Ltd

West World

West Gate

London

W5 1DT

#### **4. Range of services**

We offer fixed line phone calls, line rental and broadband with a choice of tariffs. To view the latest range of tariffs, please visit our web site at [www.microtalk.co.uk](http://www.microtalk.co.uk)

Customers are connected to Microtalk Europe automatically, without the need to dial a code or plug in a box.

#### **5. Prices**

All prices are shown on our web site at [www.microtalk.co.uk](http://www.microtalk.co.uk)

Prices may change from time-to-time, but we will always give you a minimum of 2 weeks' notice of any changes and we will always aim to be competitive.

#### **6. Customer Service**

We aim to provide a consistently high quality of service.

##### Service Confirmation

We will endeavor to post a Welcome Letter by First Class Post within 4 working days of you joining.

### Connection to the Service

We will endeavor to connect your line to our service within 12 working days.

### Your Right to Cancel

You may cancel at any time in line with our Terms & Conditions. You must contact us in writing (by email, fax or post) if you wish to close your account.

### Problems Making Calls

We will report any fault you notify us of to our network suppliers within 1 working day. We will need the following information from you to be able to report a fault: your number; the number you are calling; when you tried calling; a description of the fault.

### Billing & Payment

We will send you an invoice fully itemising all calls, lines, features, payments and credits once a month (around the middle of the month) for the previous month's calls. You can pay by Direct Debit.

### Credit Policy

We expect you to pay promptly and in full for the services we have supplied.

We will notify you if we have been unable to collect payment when it was due. If you do not make arrangements to pay us we will suspend service. Before suspending the service we may contact you by a letter sent by First Class Post (we may also attempt to contact you by email and / or by phone). After notification, you will be given at least one week to make a payment before service is suspended. If service is suspended, we will endeavor to resume your service within 1 working day of receiving payment.

If payment is not received within 21 days of your service being suspended then your line will be disconnected from Microtalk Europe and your calls will revert to BT. Once your line has been disconnected from Microtalk Europe it will take 10 working days to reconnect it (once any outstanding payments have been received).

If we have still not received payment after 1 month of first requesting it, we may hand your debt over to our external Debt Collection Agency who will contact you to arrange payment. This may affect your Credit Status.

All debt recovery procedures will be carried out professionally and in accordance with UK industry best practice and relevant legislation.

### If You Are Not Satisfied With Our Service

Our Dispute Resolution Process is outlined below. We are committed to addressing all complaints fully and fairly and in a reasonable timeframe.

If you are unhappy with our service, please contact our Customer Services (as detailed in Contact Details above) and let us know as soon as possible.

If you continue to be dissatisfied you can request that your complaint is reviewed by a Director of the business.

If we have not reached an agreed outcome within 8 weeks of receiving your complaint, you have the option of referring the complaint for independent consideration to CISAS (Communications and Internet Services Adjudication Scheme) who will assess your case and make an independent decision, to which Microtalk Europe is bound.

You may find a complaint application form at:

<http://www.cisas.org.uk/downloads/CISASApplicationFormSep09.pdf>

## **7. Terms & Conditions and Data Protection**

Our obligations to you and your obligations to us are described in our Terms & Conditions.

Microtalk Europe is Notified under the Data Protection Act 1998 and is committed to your privacy.

We make all reasonable efforts to maintain the security of your data.

## **8. Additional Services**

Microtalk Europe does not produce a phone book and has no effect on your entry in the phone book or any ex-directory status.

Microtalk Europe does not offer Directory Enquiry or Operator Services, although you may access them in the usual way through our network.

## **9. Communication with customers**

We believe in effective communications with our customers and prospective customers.

Customers may contact us (as described above) and we may contact customers by email, phone or by letter in order to supply the services requested.

Customers and prospective customers may opt-out of sales and marketing communications from Ring Telecom:

Email – For prospective customers we only use opt-in email lists (you will need to contact the list owner if you wish to opt-out of their emails).

Phone – by registering with the Telephone Preference Service:

DMA House  
70 Margaret Street  
London  
W1W 8SS

020 7291 3320

Letter – by registering with the Mailing Preference Service:

DMA House  
70 Margaret Street  
London  
W1W 8SS

020 7291 3310

Microtalk Europe abides by industry-accepted rules and standards for sales and marketing, including those set by the relevant regulatory bodies, including:

Ofcom  
Ofcom Contact Centre  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA  
0845 456 3000

Advertising Standards Association (ASA)  
Mid City Place  
71 High Holborn  
London  
WC1V 6QT  
020 7492 2222

Phone-paid Service Authority  
25<sup>th</sup> Floor,  
40 Bank Street  
London  
E14 5NR  
0207 940 7474

The existence of this code will be brought to customers' attention in appropriate ways.

**10. Social Responsibility**

Microtalk Europe is an equal opportunities employer and recruits and promotes employees on the basis of ability.

Our e-billing service helps reduce the amount of paper we use and contributes towards the protection of the environment.

Our Customer Services team will do everything they can to help in the protection and support of vulnerable groups e.g. minors, disabled and elderly consumers, malicious calls. Please contact them as described above.