

## VSL Networks Ltd

### Part 1 - Code of Practice for Small Business Customers

#### Introduction to our Company and Services

VSL Network Ltd is company within the VSL Group that delivers communications services to small business customers within the UK. We do not supply residential customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

#### Purpose of this Code of Practice

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website [www.vslgroup.com](http://www.vslgroup.com). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, such as large print.

#### How to Contact Us

Please contact our Customer Service Team using one of the following:

By Phone: 0800 093 3000

Opening Hours 9am – 5pm Monday – Friday excluding public holidays.

By Email: [support@vslgroup.co.uk](mailto:support@vslgroup.co.uk)

By Letter: Customer Service Team, VSL Group, Unit 6 Martinfield, Welwyn Garden City, Herts. AL7 1HG

Our registered office address is: Unit 6 Martinfield, Welwyn Garden City, AL7 1HG

#### Our Commitment to You

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose these providers carefully to ensure that you get a high-quality 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

- Landline telephones
- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet
- Directory enquiries
- Mobile telephone and data services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0800 093 3000.

### **Terms and Conditions**

When you subscribe to a service from VSL Networks Ltd, we will send you our Terms and Conditions. This comprises a short summary of your main contract terms which can be found within the quote. More detailed information is held within the General Terms and Conditions, and this should be read in conjunction with the product specific Supplementary Terms.

Copies of our General Terms and Conditions and the product specific Supplementary Terms can be found on our website [www.vslgroup.co.uk](http://www.vslgroup.co.uk)

We ask that you read all documents carefully before you sign the contract. If you have any questions, please phone our Customer Service Team on 0800 093 3000. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services varies by service type and will be set out clearly on your contract summary within your quote. We aim to provide services within a reasonable product specific time scale, subject to the availability and installation of any equipment or related services. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

### **Cancellation**

Only small business customers and micro businesses who order Mobile, WLR, Broadband, SIP and Hosted services, can decide to cancel an order or agreement before we have provided the services, without charge, within ten working days of your order being placed. For all other businesses and services, please refer to our terms and conditions for further information on cancelling an order and related charges and contractual obligations.

If you wish to terminate your contract within the minimum term or additional term, please call our Customer Service Team or your account manager on 0800 093 3000. We will provide you with a cancellation quote which sets out any associated charges and gives us permission to cancel your service.

### **Faults and Repairs**

Please call our Customer Services Team on 0800 093 3000 if you experience a fault with any of our services.

For Small Medium Enterprises (SMEs), the operational service levels we aim to achieve, including for the activation of a new service, restoration following loss of service and keeping pre-agreed engineer appointments, are set out in our Terms and Conditions.

### Compensation and Refund Policy

Service Credits are available for loss of service (P1 tickets), that fall outside of the target fix times, for some of our products and services. We do not offer automatic service credits and each claim will need to be raised by you to our Customer Service Team for assessment. All business customers are advised to seek other ways, such as insurance, to protect themselves against the impact of any loss of service.

We do not set any operational service levels in respect of:

- activation of a new service
- keeping a pre-agreed engineer appointment

Any compensation payment/service credit made, will be on a case by case basis.

Further details of this are outlined in our supplementary terms.

### Price Lists

A copy of our full products and services pricing structure is available from your account manager on 0800 093 3000. However, you can find our general, billing and porting rates on our website [www.vslgroup.co.uk](http://www.vslgroup.co.uk). We will write to you in advance if we change the pricing structure on your products and services.

### Billing

We will bill you monthly.

You can pay us using direct debit under the Direct Debit Scheme. Any other method will need to be agreed and may incur an additional charge as listed on our website.

We provide itemised bills as part of our service to you. Printed bills are available for a fee of £1.50 per month.

If you have difficulty paying your bill, please contact us on 0800 093 3000 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. In any event, you will be given 7 days notice of any decision to disconnect your services.

When a tariff plan service that you have with us has been fully used up, we will notify you of the charges you will incur outside of your tariff plan.

If we provide you with 'bundled services', when we send you an End of Contract Notification or our Annual Best Tariff Notification, we will tell you about any other contracts you take in a Bundle from us, including the end dates of any commitment periods for those contracts.

### Moving Home or Office

Please call our Customer Service Team on 0800 093 3000 no later than 120 days before your move date, especially if you will need to order a leased line. We will amend your account and billing requirements as necessary. We will endeavor to offer you the same telephone number to minimise disruption but please note that for geographic numbers, this is not always possible.

### Number Porting

VSL Networks Ltd recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you hold with your old provider, we will arrange it if you ask us. We will work with you to ensure that your services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0800 093 3000.

### **Directory Entries**

You are entitled to a Directory Entry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 0800 093 3000.

### **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code here. Alternatively, copies are available free of charge and on request from our Customer Service Team on 0800 093 3000.

### **Services for People with Special Needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability:

- Copies of bills, contracts and this Code of practice, in an accessible format

### **Data Protection**

We comply fully with our obligations under the Data Protection Act 2018.

## Part 2 - Code of Practice for Calls to Premium Rate Service, Unbundled Tariff and Personal Numbers

### Purpose of this Code of Practice

This code informs you, our small business customers, about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to PRS numbers.

### Unbundled Tariff Numbers

Unbundled Tariff Numbers are non geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill. You will see the Service Charge advertised by the company providing the service alongside the number. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT).

The Access Charge is retained by us, your phone company. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges are not included in your monthly call minutes allowance.

### Personal Numbers

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are not included in your monthly call minutes allowance.

### Controlled Premium Rate Services

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which can cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and are subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can offer call barring to restrict access to "09" numbers. Please call our Customer Service Team on xxxx for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at [www.psauthority.org.uk](http://www.psauthority.org.uk) to check PRS numbers directly to find contact details for a company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the "Useful addresses" section below.

If you are unhappy with the help you have received from us on a problem with PRS, please contact Angela Horton on 0800 093 3000 and by email [angela.horton@vslgroup.co.uk](mailto:angela.horton@vslgroup.co.uk) who has responsibility for compliance with our code of practice for PRS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Ombudsman Services.

### The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you

**Tel:** 0800 093 3000 | **Email:** [sales@vslgroup.co.uk](mailto:sales@vslgroup.co.uk) | **Website:** [www.vslgroup.co.uk](http://www.vslgroup.co.uk)

VSL is the trading name of VSL Networks Ltd, and Voice Services Ltd

**Registered Office:** Unit 6, Martinfield, Welwyn Garden City, Hertfordshire, AL7 1HG

**VSL Networks Ltd:** Company Reg No: 05413070 Vat No: 859 6605 74 **Voice Services Ltd:** Company Reg No: 3478609 Vat No: 707453831

for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

### Useful Addresses

#### The Ombudsman Services

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS  
T: 0330 440 1624  
E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)  
W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

#### Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA  
T: 020 7981 3040 or 0300 123 3333  
E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

#### Phone-paid Services Authority

40 Bank Street London, E14 5NR  
T: 0300 30 300 20 or 020 7940 7474  
E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)  
W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

#### Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS  
T: 0207 291 3320  
E: [tps@dma.org.uk](mailto:tps@dma.org.uk)  
W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

#### Federation of Communication Services (FCS)

Unit 14, The Stottie Shed, Baker's Yard, Christon Road, Gosforth, Newcastle upon Tyne, NE3 1XD  
T: +44 (0)20 7186 5432  
E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)  
W: [www.fcs.org.uk](http://www.fcs.org.uk)



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