

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

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1. Introduction

This code of Practice (COP) provides a statement of the services available from TNBN to residential and small business customers and those interested in finding out more about TNBN. It explains how we provide these services, and the key support services and company policies that underpin them. It describes your relationship with TNBN – how you can, and should, contact TNBN when you need help or want to change the services you have, and how we will respond. It also describes what you should do in the unlikely event of something going wrong. This code of Practice can be found at www.tnbn.co.uk

2. TNBN

TNBN was founded in 2005.

Today we primarily have customers in the UK, where the liberation of the telecom market allows for free competition.

We deliver excellent customer care and some of the best tariffs around to help save money on calls.

We offer these services

Fixed Lines
Call Tariffs
Freephone 0800 numbers
0870 National rate Numbers
0845 local rate Numbers
BT Broadband
IBN Broadband
Sterling Broadband

Our fixed line services are still maintained by BT. However in the event of a fault you will call TNBN customer care on free phone 0800 019 5563 – We rectify the fault yet BT will still fix your lines under our banner at no charge to the customer. Sometimes our customers are given alternative customer care numbers if we out source the customer care.

3. Contracts

We have a number of contract period times ranging from 31 day rolling, 12 months, 24 months up to 60 depending on they type of deal the customer has taken.

4. Our Obligation

Like all UK telecommunications operators, TNBN has a number of obligations laid down in UK legislation. These are aimed at providing customers with both choice and consumer protection. TNBN takes these responsibilities very seriously, while aiming to deliver an excellent service and a range of products and services to meet our customer's communication needs.

The formal details of the general terms and conditions of our contractual relationship with customers can be found on our website www.tnbn.co.uk

5. How To Contact TNBN

Below you will find a number of ways to contact TNBN. No matter which way you choose - we will be happy to answer your questions and explain our services to you.

Telephone

Customer Services 0800 019 5563

Our Customer Services are open 5 days a week, from 9 am to 5 pm Monday to Friday

E-mail

For general enquiries you can also contact us via e-mail at info@tnbn.co.uk

Fax

Fax number: 0870 870 0233

Post

If you wish to contact us by post, please send your letters to our head office at the following address.

The National Business Network Ltd
Building 7
Rainbow Business Village
Trout Road
Yiewsley
Middlesex
UB7 7XT

6. Getting Our Service Installed

You must be a B.T. customer / have a B.T. landline in order to qualify registering for our service. By signing up with TNBN, the line holder authorises TNBN to order pre-selection from the local loop operator to which the client is connected. Upon implementation, we will re-route all local, national, international and fixed-to-mobile calls at the cheapest rate to the user.

As a TNBN customer you will have access to one of the UK's lowest prices on all your international, national and mobile calls.

You only pay for the calls you make, there are no subscription fees or hidden extra charges on our pence per minute plans. However if connected to our freetalk24 call plan there is a subscription fee of £9.99 so that you can get access to the call plan – please see website for full details www.tnbn.co.uk TNBN is committed to provide you with a good and friendly service. Your only obligation is to save money and of course pay your bill. We aim to deliver your service within 7 working days (although this cannot be guaranteed), or to dates agreed

with you. For further information please contact our Customer Service at 0870 870 6650 or visit our homepage www.tnbn.co.uk.

If wish to take our service from B.T. – while staying at the same address – you are generally able to keep your telephone number (termed number portability). If you decide to move, whilst our customer please contact us in good time beforehand and we will arrange to move your TNBN service to suit your convenience.

Like many commercial organisations within the UK, we use credit-checking before offering service to new customers. This follows widely recognised procedures, good practice and relevant UK legislation.

Information acquired during a check may be passed to third parties (e.g. credit vetting agencies) but will be managed strictly in accordance with the UK Data Protection Act. The checking may require some form of identification confirmation, although any customer documents provided as part of this will be returned promptly.

Our sales or customer services staff will be pleased to explain our service and terms and conditions to you before the sign-up for service.

7. Service Cancellation

Contracts with TNBN can be terminated by providing us with the correct notice time that you signed for. Depending on the type of deal you signed this can alter. If you terminate a contract before the contract has ended that has penalty clauses we will charge you for the service up to the date of when your contract ends based upon your average monthly spend. We calculate your average monthly spend based on your last 3 months invoices. We reserve the right to disconnect you without prior notice, or by giving notice to you at the last address you have given to us if:

- You exceed the agreed credit limit and we have used reasonable efforts to contact you without success,
- You break any of the terms and conditions in your contract
- You are declared bankrupt
- If we have not been able to collect your payment for using the service and have made reasonable efforts to contact you without success.

8. Repairs

We will use our reasonable endeavours to fix all faults as soon as we can.

9. Pricing

TNBN publishes its prices on our website www.TNBN.co.uk and in paper form available from Customer Services. We may change these from time to time either permanently or for limited periods (offers and promotions), and will provide at least 7 days public notification of such changes to our customers.

Our intention is to be competitive with other leading communications providers and to offer our customers excellent value for money. Our call charges may change from time to time and our latest published price list will be available on our web site at www.tnbn.co.uk. Charges for calls become due as the calls are made.

10. Billing

You will normally receive a bill the following month after registering for the Service, however future bills may depend upon your use of our services after the registering. Postal bills will be issued subject to the following criteria: We or an appointed company by us (either Sterling telecom or IBN) will collect the amount shown on your bill in line with the charges that apply to your service account. If you are late in meeting a payment, we may charge you interest on the amount you owe us.

We will charge you interest at a rate of 15 % of the outstanding debts. We will calculate this interest on a daily basis over 365 days in the year.

A company dealing in receivable management services will handle bad debts.

Any call credit, or such similar incentive as offered by us from time to time at our sole

discretion, will be debited from the amount you owe us and shown on your monthly bill as a call credit..

If you have been over charged for any reason TNBN will happily refund you any difference in payment. This can be either credited to your account or paid back to you via cheque or via BACS.

We are pleased to deal with any queries you may have. Just call our Customer Service on 0800 019 5563.

11. Payment Options

We invoice our customers monthly on one combined, itemised bill. We expect our customers to pay their bills within seven days of receiving the bill. As a customer you are responsible for any charges incurred on your account. You may pay your bill by using any of the options listed below.

By Direct Debit: It's easy to set up, just call Customer Services. It saves the hassle of writing out a cheque every month. The date when we collect the amount due will be clearly shown on the front of your bill.

By Debit / Credit card: You can pay your bill by Switch, Solo, Delta, Master Card, or Visa by simply calling our Customer Services and quoting your payment reference number and card details.

By Cash: Simply take your bill to any TNBN PayPoint outlet,

By Cheque: Just complete the payment slip and either take it to a bank, or send your payment in the post.

12. Credit Policy

We expect our customers to

- pay their bills promptly;
- inform us of any significant change in their circumstances – e.g. if you are going to be away for an extended period, which may effect bill payment;
- be straightforward with us when providing personal information.

If a customer experiences problems in paying their bill, TNBN has a consistent policy to

- help the customer manage their costs;
- protect both TNBN and customers in general;
- help minimise debt and disconnection;
- promote good customer service. We offer a wide range of methods for customer to pay their bill (see above Billing and Payment.) and a number of ways of helping customers minimise the risk of large debts for their communications service.

Where customers do not abide by our payment deadline, then TNBN may chase payment by calling the customer and / or sending reminders.

If there is no response to the initial payment demand and / or full payment of the arrears is not made, then the customer's services may be restricted. The customer may be reminded that continued non-payment will lead to full disconnection after 21 working days. We will follow this by debt recovery procedures, which will include disclosure of relevant customer information to the appropriate credit vetting agencies leading to a possible bad credit history.

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

- If a customer is in genuine dispute with TNBN and makes this know to us, we will normally try to resolve the situation. As a last resort we would disconnect a none paying customer- We are aware that some customers can get into financial difficulties unintentionally, and this is taken into account when dealing with instances of non-payment. We will advise the customer of our processes to minimise debt and help them manage their bills. Customer may of course wish to take advantage of help from external debt counselling agencies.

TNBN reserves the right to disconnect any customer without prior notice if the company has

reasonable grounds for suspecting that there is an unacceptable credit risk, for example through suspected illegal behaviour (e.g. fraud) or a breach of the contract with TNBN.

Any customer must settle any all-outstanding TNBN debts and may be subject to credit checking before new service can be re-provided.

13. Complaint Handling and Dispute Resolution

We take all complaints seriously and will do what we reasonably can to resolve the issue speedily and to the satisfaction of the customer concerned. If you have an issue with any aspect of our service, please call us on 0800 019 5563 and we will do our best to resolve it.

If at the end of this procedure you feel your complaint has not been addressed properly, you can contact Otelo, our independent dispute resolution Service.

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Otelo, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Otelo
PO Box 730
Warrington
WA4 6WU

Website: www.otelo.org.uk
Email: enquires@otelo.org.uk
Telephone: 0845 050 1614.

Otelo is an independent approved dispute resolution service and is empowered to resolve customer disputes; we are committed to this process. The communications regulator Ofcom approves Otelo. If your complaint has not been resolved by us or our dispute resolution agency, or you require further information on the role of Ofcom see www.ofcom.org.uk or call them on 0845 456 3000 or 020 7981 3040.

14. Communication with Customers

We believe in effective communications with our customers. Customers can contact us by phone on the number specified above, or at any time by e-mail / fax.

A copy of this Code is posted on our website. However, if you would like us to post you a copy then please contact via email, phone, or post and we will happily send you one. If you would like to receive it in a particular format (for example, a larger font size) then specify this at the time of asking and we will endeavour to oblige.

15. Special Needs

Where our customers inform us of special needs regarding their ability to use our Service on an on-going basis, we will use our reasonable endeavours to satisfy those needs.

For those Customers who have problems reading the terms and conditions of the contract should ask a salesperson to explain them.

16. Approval and Review of Code

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003

All information and pricing are correct at the time of going to print.

TNBN - Nov2007