

# TNBN Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic, Public Sector & Small Business Customers

1. Introduction
2. TNBN
3. Contracts
4. Our Obligation
5. How to Contact TNBN
6. Getting Our Service Installed
7. Service Cancellation
8. Repairs
9. Pricing
10. Billing
11. Payment Options
12. Credit Policy
13. Complaint Handling and Dispute Resolution
14. Communication with Customers
15. Special Needs
16. Approval and Review of Code

## **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](http://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 telecommunication services.

We offer these services:

Fixed Lines  
Call Tariffs  
Freephone 0800 Numbers  
0870 National Rate Numbers  
0845 Local Rate Numbers  
Broadband  
Sip Trunks & VOIP Cloud Hosted PBX  
System Maintenance  
Installation of Phone Systems

Our fixed line services are still maintained by Openreach. However, in the event of a fault you will call TNBN customer care on free phone 0800 019 5563. We rectify the fault yet Openreach will still fix your lines under our banner at no charge to the customer. On occasion, our customers may be given alternative customer service numbers if we need to 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 months depending on the type of deal the customer has taken.

### **4. Our Obligation**

Like all UK telecommunications operators, TNBN has a number of obligations laid as set by 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 customers communication needs and requirements..

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](http://www.tnbn.co.uk)

### **5. How To Contact TNBN**

Below you will find a number of ways you can 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](mailto:info@tnbn.co.uk)

#### **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  
Boundary House  
Cricket Field Road  
Uxbridge  
Middlesex  
UB8 1QG

### **6. Getting Our Service Installed**

In order to qualify for registering to our service, you will need to have a UK landline or broadband installed , or we can arrange to have a new service installed for you. By signing up with TNBN, the line/broadband 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 a competitive rate to the end user.

As a TNBN customer you will have access to one of the UK's lowest wholesale prices on all your local, national, international and mobile calls. For full details visit [www.tnbn.co.uk](http://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 15 working days (although this cannot be guaranteed), or to dates agreed with you. For further information please contact our Customer Service at 0800 019 5563 or visit our homepage [www.tnbn.co.uk](http://www.tnbn.co.uk).

If you wish to undertake our service, while staying at the same address, you are generally able to keep your existing telephone number (termed number portability). If you decide to move, whilst you are our customer please, contact us in good time beforehand and we will arrange to move your TNBN service to suit your convenience. Please note if you move premises, you are not guaranteed to keep your existing phone numbers.

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 the 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 expired, and/or without submitting written notice, you will unfortunately incur a penalty. Penalties can include charging you for the service up to the date of when your contract ends. This is 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 every reasonable effort to contact you but without success

## **8. Faults & Repairs**

We will use our reasonable endeavours to fix all faults as soon as we can. Most faults will be logged within 8 hours of your first phone call.

## **9. Pricing**

TNBN prices are fixed at the time you join the service, however, we reserve the right to change these prices either permanently or for a limited period of time (offers & promotions), and will provide at least 31 days notice of any such changes to our customers.

Our intention is to remain competitive with other leading communications providers and to offer our customers excellent value for money. Charges for calls become due as the calls are made.

## **10. Billing**

You will receive an invoice the following month after registering for the service, however any future bills may depend upon your use of our services after registering. Invoices are sent in the first instance, by email, however you can choose to have invoices sent to you by post. Invoices are usually dated the 1<sup>st</sup> of each month and cover the period of the month before. Line rental charges are invoiced 1 month in advance. Postal bills will be issued subject to the following criteria: we will collect the amount shown on your invoice in line with the charges that apply to your service account, within 14 days upon you receiving the phone bill. 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 feel that you have been over charged for any reason, please call TNBN as soon as possible and we will happily refund you any justified differences. Any refunds or credits owed to you from TNBN will be applied to the next months invoice due.

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 settle their invoices within 14 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.

**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.

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

**Cheque:** Just complete the payment slip and either take it to a bank, or send your payment in the post. Cheques should be crossed and made payable to The National Business Network Ltd, and sent to the address above (see How to Contact TNBN).

## 12. Credit Policy

We expect our customers to:

- settle their bills promptly according to the agreed terms
- inform us of any significant change in their circumstances e.g. if you are going to be away for an extended period of time, which may affect 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 known to us, in writing, we will normally try to resolve the situation. As a last resort we would disconnect a non-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. Customers 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, as efficiently as possible, 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 may contact Ombudsman Services Communications, 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 Ombudsman Services, an independent alternative dispute resolution scheme. We can provide you with details of this service:

Ombudsman Services Communications  
PO Box 730  
Warrington  
WA4 6WU  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)  
Email: [enquires@os-communications.org](mailto:enquires@os-communications.org)  
Telephone: 0330 440 1614 or 01925 430049

The communications regulator Ofcom, approves Ombudsman Services Communications. 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](http://www.ofcom.org.uk) or call 0300 123 3333 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 your request.

#### **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 Please ask a sales representative 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 - November 2011*