

Centrix Code of Practice

Version 7 - May 2015

About Centrix

Centrix is a subsidiary of AdEPT Telecom Limited, a public limited company listed on the London Stock Exchange Alternative Investment Market (AIM). You can visit our website at www.adept-telecom.co.uk

We use a wide range of network carriers and suppliers to provide a range of services to our residential and small business customers throughout the UK.

This Code of Practice gives all our existing customers and any future customers an overview of our company, the services we provide, the key support they can expect and details of our main company policies that underpin our services.

You may obtain a copy of this Code of Practice by visiting our website at www.centrix-uk.com or by calling our Customer Service Team, who will email you a copy or post one to you.

Purpose of this Code

Centrix understands that customer satisfaction is the most important part of our business and our company values are based on this. We instil in our people that they are here to make sure you get what you want, when you want it. They will always give you their full name and a direct contact number if they are unable to resolve your issue first time round and all emails have the photograph and full contact details of the person from Centrix who sent it to you.

We have invested heavily in our people and our support systems and our back office computer systems are of a much higher quality than you would normally expect to find from a telecom reseller. In short our overall objective is:

"To be widely acknowledged as the most professional reseller in the UK".

What this Code covers

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How to contact us

There are a number of ways you can contact us. Whichever way you choose we will be happy to answer your questions and explain our services to you.

by phone

You can reach our Customer Service Team by calling **08701 454545**, Monday to Friday, from 8am to 6pm. We are not open at weekends or on Bank Holidays, although you may report line rental faults during these times.

by email

You can send an email to helpdesk@centrix-uk.com

by fax

You can send a fax to 01252 848800

by letter

You can send a letter to Small Business Customer Service, Centrix Limited, 77 Mount Ephraim, Tunbridge Wells, TN4 8BS

Our services

We offer a number of different services and full details can be obtained by calling our Customer Service Team or by visiting our website.

Our Terms & Conditions

When you take a service from Centrix we will ask you to sign a Master Service Agreement which gives you details of the contractual term for the service(s) and our Terms & Conditions.

We have separate Terms & Conditions for residential customers and for small business customers and you can request a copy of these at any time by calling our Customer Service Team or by visiting our website.

Ordering a service

You can order any service by calling our Customer Service Team. The time it takes to set-up a service varies depending what it is and full details will be given to you when you order it. Our Customer Service Team will then keep you updated with progress on your order and confirm service with you when it goes live.

If you are ordering a telephone line, then you are entitled to a Directory Enquiry Listing (including an entry in the Phone Book). Our Customer Service Team will check whether you require this service at the point of ordering.

Cancelling a service

If you wish to cancel a service before it is activated then you must contact our Customer Service Team immediately. There may be a cancellation charge depending on how many days this is before the service is due to go live. Our Customer Service Team will advise you.

If you wish to cancel a service after it has been activated then you may do so at any time as long as you provide the relevant notice period in writing to our Customer Service Team. Details of the notice required are clearly stated in our Terms & Conditions.

If you are cancelling a service which is still in contract, then you will have to pay a termination fee. Once again, details of how termination fees are calculated are clearly stated in our Terms & Conditions. If you are unsure whether a service is in contract, then please contact our Customer Service Team who will be able to advise you.

Moving home or office

Please call our Customer Service Team a minimum of 30 days before your move date, so we can help you with this process. Please note that it may not be possible to keep your existing geographic telephone number – our Customer Service Team will be able to advise you.

Reporting a fault

If you experience a fault, then please contact our Customer Service Team.

The vast majority of problems can be resolved over the telephone however, if this is not the case our team member will explain what will happen next and how we will keep you updated on progress until the problem is put right.

If you have line rental through Centrix and you experience a fault at a weekend or during a Bank Holiday, you can report this by ringing our usual Customer Service contact number. However, unless you have an enhanced care package with your telephone line(s), your fault will not be dealt with until the next working day. Please contact our Customer Service Team for details of the enhanced care packages available.

We cannot guarantee a fault free service and as such we do not offer any compensation for loss of service.

Billing

We will send you a bill every month for the services you have, unless the bill total is less than £3. In this instance you will only receive a bill once a quarter.

We usually only itemise calls over a value of 75p. If you would like to receive a fully itemised bill, simply contact our Customer Service Team. We offer this service free of charge.

Paying a bill

We expect our customers to pay their bills by the due date stated by one of the following methods:

Direct debit

To set up a direct debit, simply call our Customer Service Team. They will set this up over the telephone and provide written confirmation that this has been done. Payment will be made automatically on or around the date notified to you on your bill. Direct debit payments are protected by the direct debit guarantee.

Internet or telebanking

You will need to quote our bank sort code 60-04-20, or bank account number 41718194, your Centrix account number and the amount you are paying, which should match the bill total due.

Post

Complete the payment slip on the front of your bill and make a cheque payable to Centrix Limited. The cheque and payment slip should then be sent to:

Centrix Limited
Winchfield Lodge
Old Potbridge Road
Winchfield
Hampshire
RG27 8BT

Pricing

Centrix charges customers by the second and we round charges to 3 decimal points. Therefore, you do not incur any unnecessary charges for the calls you make.

Our most common call tariffs and line rental pricing can be found by visiting our website at www.centrix-uk.com. However, if you want to check your specific pricing then please call our Customer Service Team who can check this for you and send the information by email or post to you.

Our collections and debt recovery policy

We expect our customers to pay their bills promptly and certainly by the due date stated on their bill. If your bill remains unpaid, you will receive a 'red reminder message' on your next bill and you will also be charged a late payment fee – please see our Terms & Conditions for the latest prices.

At this stage, if you are experiencing difficulties paying your bill you must contact us immediately so we can try and agree a way forward. However, if you do not contact us and you do not pay the full amount outstanding immediately, then we will withdraw your service(s) until it is paid without any further notice to you.

We will pass all our debts to a debt recovery agency and legal action may be taken as part of this process. Our debt recovery procedures will always be carried out professionally and in line with the relevant UK legislation.

Please note that we may not apply our collections and debt recovery procedures if you have a genuine dispute with Centrix. However, you must have made us aware of this before the payment becomes due and you must have paid the undisputed portion of your bill.

Fraud

We do monitor usage on customers' telephone lines as part of our normal service and at no charge. If we identify any unusual and high usage particularly to premium rate or international numbers, then we will contact you to make you aware of this and we may immediately apply call barring without any reference to you.

However, Centrix accepts no responsibility for the security of a customer's hardware, voicemail or other feature services enabled. You are liable for all charges incurred and relating to calls passed over networks used by Centrix. Please see our Terms & Conditions for further information.

Nuisance calls

We take this problem very seriously. If you are receiving nuisance calls, please contact our Customer Service Team for help.

Special needs

Centrix is happy to provide bills in large print or Braille at no additional cost. We will also be happy to provide this Code of Practice in large print or Braille if requested. Please contact our Customer Service Team who will be pleased to help.

All other requests for special arrangements will be assessed on a case-by-case basis.

Data protection

We will treat any information we have about you in confidence and we will not disclose it to anyone except you, or in line with any instructions you have given us. However, in some circumstances we may be required by law to disclose information. Requests for disclosure normally come from statutory authorities e.g. Police, Customs & Excise, etc. Any such disclosure will be strictly controlled in accordance with UK legislation and in particular the Data Protection Act 1998.

Call barring

Centrix can arrange for call barring through our network provider but this should always be used in conjunction with BT's call barring services. We can arrange for calls to be barred to all mobile numbers, all Premium Rate Services (09 numbers), all international countries or any combination of these. There will be a charge for setting up this service, so please contact our Customer Service Team for more information.

Premium rate services

Premium rate services (PRS) are usually prefixed by 09 or 0871 and are generally used for information or entertainment services (for example, these numbers are often used for TV competitions). Charges to these types of numbers can vary greatly, particularly if you are calling them from a mobile phone, a cable network or a payphone. In these instances you are likely to be charged more than the advertised rate. The charges we make for calls to 09 or 0871 number types are clearly stated on our call tariffs. You can find our most common call tariff on our website but if you are unsure which one you are have, please call our Customer Service Team for help. They can then email or post your call tariff to you.

If you have a problem with a PRS number (for example one appears on your bill which you do not recognise), we will try and help you identify the service provider. We can also apply call barring if you wish to prevent 09 numbers from being called from your telephone line. Please call our Customer Service Team for help.

You can also ask for help from PhonepayPlus which is an industry funded regulatory body for all premium rate services. Please see the section on PhonepayPlus in this Code for more details.

Number translation services

Number translation services (NTS) are usually prefixed by 08 (e.g. 0800 & 0808 Freephone, 0844/3 and 0845 are generally used for Customer Service Helplines and 0870 are usually used for information services). Charges to these types of numbers can vary greatly, particularly if you are calling them from a mobile phone, a cable network or a payphone. In these instances you are likely to be charged more than the advertised rate. The charges we make for calls to 08 number types are clearly stated on our call tariffs. You can find our most common call tariff on our website but if you are unsure which one you are have, please call our Customer Service Team for help. They can then email or post your call tariff to you.

If you have a complaint

If you are unhappy with our service, please contact us and let us know. Through your feedback we constantly review and improve our overall service.

Ideally, please contact our Customer Service Team by telephone as in most instances we will be able to resolve your complaint for you over the telephone. If our team member cannot resolve your complaint straightaway, then they will explain the next steps and how you will be kept updated with progress.

If you remain unhappy with the response from our team member

If you remain unhappy once you have received a response, you can ask to escalate the issue to the Customer Service Manager. This manager may need to call you back, so please ensure we have a contact number for you.

If you remain unhappy with the response from our Customer Service Manager

If you still remain unhappy you can ask that your complaint is reviewed by a member of our Review Team.

Independent advice

If we have not reached an agreed settlement within 3 months of receiving your complaint, you can refer the matter to an independent adjudicator.

Centrix is a member of the Ombudsman Services – Communications. They will take evidence from you and adept and will make a decision based purely on the merits of the case. If a complaint is found to be justified, compensation or other redress may be awarded. If it is not justified, you will be given a clear and reasoned explanation why not. Their contact details are as follows:-

Ombudsman Services: Communications
PO BOX 730
Warrington
WA4 6WU

Contact number: 0330 440 1614
Textphone: 0330 440 1600

Website: www.ombudsman-services.org

If you need further advice

OFCOM

OFCOM (office of Communications) is the main regulator for the UK telecommunications industry. The contact details of the Consumer Contact Team are as follows:

OFCOM Consumer Contact Team
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Contact number: 0300 123 3333 or 0207 981 3040
Website: www.ofcom.org.uk

PhonepayPlus

PhonepayPlus is the industry funded regulatory body for all Premium Rate Services (PRS).

If you have a complaint about how PRS are advertised or provided, the clarity of the cost of these services, or how information has been presented during a call to a PRS number, you can contact Phonepayplus. The contact details are as follows:

PhonepayPlus
4 Maguire Street
London
SE1 2NQ

Contact number: 0800 500 212
Website: www.phonepayplus.org.uk

General updates

You can find up-to-date information about Centrix and the services we offer by visiting our website at www.adept-telecom.co.uk.

Any important information or changes to Terms & Conditions will be notified to you via a special bill insert, sent with your monthly bill.

Approval of this Code

This Code of Practice has been produced in accordance with the criteria agreed with the UK telecommunications industry and as defined in the General Conditions defined by OFCOM, the industry regulator. It will be reviewed at least once a year and updated as required.