



Code of Practice for Complaint Handling

1. About Lister Communications

Lister Communications is a private limited company that delivers voice, data, mobile and internet services to business throughout the UK directly to end users through our direct sales force and communications specialist teams.

2. The Purpose of this Code of Practice

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

This Code of Practice includes our responsibilities to you in relation to sales, marketing and on-going delivery of our products and services and in the event that you are not satisfied, how you can expect a complaint to be handled.

Additionally this code highlights the responsibilities we have to you in terms of data protection, number portability, and other such aspects.

We provide all our customers with high levels of service and independent advice, however please note that this Code of Practice only applies to domestic and small business customers with 10 or less employees

We would point out to all customers that this code is not a contractual document and should be read in conjunction with our terms and conditions of sale.

3. Contacting Lister Communications

Lister Communications can be contacted as follows:-

Phone: 01453 829200
Fax: 01453 829201
Email: info@lister-communications.co.uk
Website: www.lister-communications.co.uk

Brunel Way, Stonehouse, Gloucestershire, GL10 3SX Tel: 01453 829200 Fax: 01453 829201
Email: info@lister-communications.co.uk www.lister-communications.co.uk



Post: Lister Communications
Brunel Way
Stonehouse
Gloucestershire
GL10 3SX

Please note that if you are writing to us then we recommend that you send your letter by Royal Mail Recorded Delivery to be certain of its arrival.

Our offices are open from 9.00 to 17.30 Monday to Friday (excluding public holidays)

3.1 Service Standards

- We endeavor to answer 90% of calls within 10 seconds.
- All emailed communication will be acknowledged within 2 working days
- All written communication will be acknowledged within 7 working days

4. Our Commitment to You

We are committed to providing you with the highest quality products, services and customer service. Our products and services typically originate from market leading manufacturers and service providers and we choose those 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.

5. Range of Services

Lister Communications provides a wide range of services falling broadly into three key areas: telephone systems, fixed line and mobile. Detailed below are some of the key services we provide, however please refer to our website www.lister-communications.co.uk or contact our customer services team for the latest information on services we can provide.

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- **Telephone Systems** – we sell, install & maintain telephone systems from industry-leading manufacturers that currently include: Avaya, Panasonic & Samsung. Other equipment may be used when providing other services such as DECT, call recording and conferencing facilities. We can install complete telephone systems along with CAT5 cabling or merely provide additional sockets or extensions.
- **Fixed Line Services** – As a BT reseller we provide BT analogue, ISDN2 and ISDN30 line rental at a reduced cost along with all enhanced features such as call forwarding and call barring provided your chosen system is compatible. Telephone calls may be routed via various alternate carriers using Indirect Access, Carrier Pre-Selection and associated services such as PABX reprogramming as well as Non-Geographic numbers. Tariffs are available on request.
- **Mobile Services** - We provide a range of mobile phones and associated airtime services including Voicemail, SMS, mobile email and mobile VPN services as well as associated services such as Vehicle Tracking, Telemetry products and car-kit installations

6. Customer Service

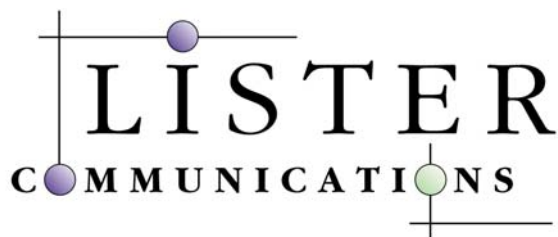
Customer satisfaction is very important to us, so we describe here how we will support you and our key policies that underpin our services.

6.1 Ordering a service

You can order any of our services by calling our Customer Services team as described previously or by requesting a field salesperson visit you. Acceptance of the order may be subject to various criteria including: site-survey, credit clearance, signed purchase order and / or signed contract.

We aim to provide most call services within three working days of acceptance of your order subject to the availability and installation of any equipment and, where appropriate, lines to your premises. We aim to provide most fixed landline services within twenty working days. If we need to arrange a survey of your premises or lay additional cabling we will advise you of the revised timescales. We cannot guarantee the delivery date of any installation, line service, or the issue of new telephone numbers until BT actually bring that line into service.

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6.2 Cancelling a Service

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within fourteen days of placing your order. Thereafter cancellation will be subject to the minimum contract period agreed and the notice period as specified within the terms and conditions. This will vary from product to product.

It takes up to 48 hours to cancel Call Routing via Indirect Access or Non-Geographic Numbers and Call Routing via Carrier Pre-Select takes up to 15 days to cancel. In both cases you will be responsible for all call charges up to the point the service is cancelled on our network.

Should you wish to terminate your contract within the minimum term, we will charge you all of the remaining charges that would be due until the end of your minimum term contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 01453 829200 giving us appropriate notice.

Contract Type	Minimum Contract*	Notice to terminate after minimum contract period
Fixed Line Calls only	30 days	30 days
Line Rentals	12 months	30 days
Mobile Services	12 months	30 days
Maintenance Contracts	12 months	90 days

* Where a longer term contact has been signed in exchange for additional discounts, the notice to terminate is the same as above.

6.3 Faults and Repairs

If you experience a fault, you can contact our Customer Service team by telephone or via our website www.lister-communications.co.uk

The vast majority of problems can usually be resolved over the telephone. If our team member cannot resolve your problem immediately, they will explain what will happen next and keep you updated on progress until the operation is put right.



In order for us to be able to track your issue we will require details as to the date and time of the problem, and what was heard when dialing the number. Additionally we may request that you carry out a few simple troubleshooting tests to enable us to determine where the fault might lie.

We will endeavor to resolve all faults within 24 hours, from when you notify us of a fault on your service. If you are a larger customer you may have a tailored service level agreement, in which case the specifics of the Service Level Agreement will apply.

If you wish to report a fault outside our normal working hours, you will be directed by our Automated-Attendant services to the appropriate on-call service staff or voicemail box. However unless you have one of our enhanced maintenance contracts your fault will be dealt with during normal working hours.

We do not offer any compensation for loss of service unless we have specifically agreed with you at the outset of the contract.

7. Invoicing

7.1 Fixed Line Services - Monthly Invoice

Lister Communications will send you an invoice on a monthly basis. This will be sent out in the post automatically in the month after the fixed line service was connected, and all subsequent bills will be sent around the same date.

Each monthly bill will provide a summary of all the calls you have made together with summaries of spend across your account if you have more than one phone service from Lister Communications. As an option, an itemised call statement is available usually showing calls over the value of 25p, albeit this can be varied to suit up to full itemisation, simply contact our Customer Service team.

7.2 Other services

Payment terms will be clearly stated at time of offer and on invoice



8. Payment Options

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

Direct debit
BACS
Cheque
Credit card for on-line purchases
Invoice account (for approved business customers only)

9. Pricing Information

Due to the highly competitive nature of the telecoms industry our tariffs are constantly changing and are often structured to individual customers needs. Details of these are available on request from our Customer Service Team.

10. Our Collections & Debt recovery policy

It is important to us that customers pay on time to ensure that we are able to provide the levels of service our customer expects to receive. If your bill remains unpaid after the due date you will receive a reminder letter.

At this stage, if you are experiencing difficulty in paying you bill, you do need to contact us immediately so we can agree a way forward. In the meantime, we will initiate steps to contact you to resolve this situation. This includes contacting you by phone, letter or text message

Should we not receive a response to our attempts to contact you then we reserve the right to suspend your service. If this situation is not resolved then following a period of time we may disconnect your service and pass your details to a collections agency to recover the overdue funds.

Our debt recovery procedures will always be carried out professionally and in line with relevant UK legislation.

Please note that we may not apply our collections and debt recovery procedures if you have a genuine dispute with Lister Communications and you have made us fully aware in writing prior to your payments becoming overdue.

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11. Fraud

As part of our normal service and at no extra cost to you, we monitor usage on customers' telephone lines. If we identify any unusual and high usage, particularly to premium rate or international numbers, then we will contact you by telephone to check that you are fully aware of this.

If we suspect illegal behaviour (e.g. fraud), we reserve the right to withdraw service without any notice, to minimise the credit risk to us.

12. If you have a complaint

12.1 Initial step

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

Ideally, please contact us by telephone as in most instances we can resolve the matter immediately for you.

We will need a number of pieces of information in order to progress your complaint:

- Phone Number & Account Number
- Company Name (if applicable)
- Your name and address
- Nature of the complaint

If you remain dissatisfied with the response you receive, you can ask to escalate the issue to the Customer Service Manager. This manager may need to call you back, so please ensure you give us your contact number if you are not always at the address we have registered for you.



12.2 Final Review

If your complaint remains unresolved to your satisfaction after you have spoken to the Customer Service Manager, you can request that it is reviewed by a member of our review team. Please put complaint in writing addressed to "Customer Service"

We will endeavor to resolve the complaint when you initially contact us however, certain types of complaint may take longer to resolve in which case we will confirm receipt of your complaint within seven days, and endeavor to resolve any points raised in the complaint within 14 days thereafter

12.3 Independent Advice

An unresolved complaint may be referred to **Otelo** twelve weeks after receipt of the first written complaint or if earlier if we have sent you a letter saying the issue has reached 'deadlock'.

Lister Communications is member of **Otelo** – Office of the Telecommunications Ombudsman. They will take evidence from you and Lister Communications, 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. The contact details are as follows:

Office of Telecommunications Ombudsman (Otelo)

PO Box 730
Warrington
WA4 6WU

Contact number: 0845 050 1614
Fax: 01925 430059
Email: enquiries@otelo.org.uk
Website: www.otelo.org.uk



14. If you need further advice

14.1 Ofcom

Office of Communications is the main regulator for the UK communications industry. The contact details are as follows:

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

contact number: 020 7981 3040
fax: 020 7981 3333
email: contact@ofcom.org.uk
website: www.ofcom.org.uk

14.2 ICSTIS

The Independent Committee for the Supervision of Standards of Telephone Information Services regulates all Premium Rate Services, numbers starting with 09.

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

ICSTIS
4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

contact number: 020 7940 7474
fax: 020 7940 7456

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15. Your Rights and Obligations

15.1 Number portability

We are happy to connect customers that wish to port their existing numbers to Lister Communications provided that this possible on a technical basis, which is always the case for mobile customers. At the end of your contract period, should you wish to terminate your service with Lister Communications then you have the right to port your mobile number with you, and we will arrange this on request for a small charge, provided that your account has been settled in full.

15.2 Call barring

We are happy to provide call barring on lines to enable our customers to control their telecoms expenditure, however it is not always technically possible to provide all types of call bars. We reserve the right to bar certain call types as standard for certain customers. Should you wish to place a call bar, or arrange for one to be lifted (which may require payment of a security deposit) then please contact our customer services team. This process normally takes 24 hours, but note it cannot be actioned if you are roaming abroad with your mobile.

15.3 CLI – Calling Line Identifier

When making calls from either a mobile or fixed line service, the number of your phone (CLI) will be presented to the person you are calling. Should you not wish your number to be presented to person you are calling then you can withhold your CLI by prefixing the number you are dialing with 141. For example to call 07768 123456 with your CLI restricted then dial 141 07768 123456

We cannot guarantee the passing of CLI when making calls internationally. Additionally should you need to contact the Emergency Services by calling 999, your CLI will be passed to them even if you try to withhold your CLI.

15.4 Premium Rate Numbers

If you have a question relating to a premium rate service that has appeared on your bill, then please contact our customer services team in the first instance and they will be happy to advise you on the costs of calling these services.



However should you wish to complain about a premium rate service, then you should contact ICSTIS, who are the regulator for the premium rate industry. They can provide you with details of the service that operates on a given PRS number, and answer queries relating to the following service types

- Services which start with the numbers 090 xxxx
- Directory Enquiry (DQ) services operating on 118xxx
- International services commencing +00 xx and which involve Adult entertainment
- SMS text messages charged at a premium.
- Information service (such as traffic and weather report services) on mobile telephone short codes

15.5 Malicious Calls

Mobile customers should contact our customer services department and they will be happy to provide advice on what to do in the event of receiving malicious calls or text messages. They will be able to provide advice as to the steps that can be taken to avoid this problem.

16. Terms & conditions

The terms and conditions describe the general legal and contractual obligations between our customers and us and these may vary depending on the kind of service you have.

The full terms and conditions are available on our website www.lister-communications.co.uk and a copy can be sent or emailed to you, on request to our customer services department

17. 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 forces, Revenue and Customs. Any such disclosure will be strictly controlled and will be in accordance with UK legislation, in particular the Data Protection Act 1998.



18. Communicating with you

Lister Communications uses a number of communication channels to communicate with our existing customers including phone, email, SMS and post. From time to time we may write, or email you to inform you of new services that we are launching that we feel may be of interest. Should you not wish to receive this type of communication then please contact our customer services team.

19. Code of Practice

You can obtain a copy of this Code of Practice via our website www.lister-communications.co.uk or by via email or post, on request to our Customer Services team

20. Approval and Review of Codes

This Code of Practice has been approved by Ofcom. It will be reviewed and updated as required but at least once every 12 months from the date of publication.

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