



**Our Code of Practice**

# Code of Practice



## Introduction

This is our Code of Practice, which explains the services we offer, provides some general information and tells you what to do if you have any problems.

**SSE Telecoms** provides network connectivity and bandwidth to businesses.

Please note that compliance with this code does not guarantee compliance with any legal requirement. Non-compliance with this code does not affect the validity of any contract between SSE Telecoms and the Customer, unless otherwise provided by law.

Copies of this code are available on our website: [www.ssetelecoms.co.uk](http://www.ssetelecoms.co.uk). We will also send a copy free of charge in response to a request. If you would like a copy of our standard terms and conditions please refer to the Customer Support section of our website for ways to contact us.

## Your Invoice

We accept payment by BACS, CHAPS or cheque. Our preferred method of payment is by BACS transfer.

We will send you an Invoice before your payment is due.

If you have any queries on pricing information, please phone us on **0118 953 4579** during normal business hours, which are Monday to Friday between 0830 and 1700 hours excluding Bank Holidays.

## What happens if an Invoice is not paid?

If your payment is not received, interest will be accrued day by day and will be compounded quarterly until full payment is received. These details are set out in our standard terms and conditions which are available as discussed above or by calling us on **0118 953 4579**.

If full payment is not received:

- we may phone you to discuss payment.
- we may charge you for any additional costs we incur in obtaining payment of the sum of money you owe us.
- we will give you notice in writing before we restrict or disconnect your service. The notice you receive will also give you details of any charges that you are due to pay.
- we may disconnect your service with prior notice and you will have to pay more charges.
- we may charge you to resume your service once you have been restricted or disconnected.
- we may use a national debt collection agency to help us collect payment.

## What to do if you have a fault

Faults can be reported to our Networks Operating Centre (NOC) by calling **0845 305 3337** at any time.

We aim to diagnose faults as quickly as possible and establish the cause of the problem. We may suggest you carry out some simple tests to check if the fault is with your own equipment.

Repairing faults on the network is part of the maintenance covered within your service. If a fault proves to be in your own equipment, you may be charged for the engineer's visit.

If an engineer needs to visit your premises, we will try to arrange a day and time that is convenient for you.

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### Getting in touch

If you have a question about your Invoice or service please refer to our website [www.ssetelecoms.co.uk](http://www.ssetelecoms.co.uk) for up to date contact information. However if you would like to write, our address is:

**SSE Telecoms**  
55 Vastern Road  
Reading  
Berkshire  
RG1 8BU

### What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please phone us on **0845 070 4301** Monday to Friday between 0830 and 1700 hours excluding Bank Holidays. If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If you are still not satisfied, please ask to speak to a manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 10 working days.

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen to someone else.

We are a member of the Ombudsman Service: Communications (the Ombudsman). This is an independent dispute resolution service approved by the industry regulator for dealing with unresolved complaints from domestic or small business customers. Small businesses in this context are defined as those undertakings for whom up to ten individuals work. If you are an eligible small business and are still unhappy 8 weeks after you have given us the chance to resolve your complaint, you can refer the matter to the Ombudsman.

We may refer you to the Ombudsman, if we cannot resolve the matter for you. In this case, we would issue a "deadlock letter", which allows the Ombudsman to look at your complaint earlier than 8 weeks after you have raised it with us.

Their contact details are:

**Post:** Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU  
**Phone:** 0330 440 1614  
**Textphone:** 0330 440 1600  
**Fax:** 0330 440 1615  
**E-mail:** [enquiries@communications.org](mailto:enquiries@communications.org)  
**Website:** [www.communications.org](http://www.communications.org)

### Other information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure phone companies meet their obligations under telecoms and competition laws and regulations. Their contact details are:

**Post:** Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA  
**Phone:** 020 7981 3000  
**Fax:** 020 9781 3333  
**Website:** [www.ofcom.org.uk](http://www.ofcom.org.uk)

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This is based on a code of practice that Ofcom approved in March 2004 and this version was issued in January 2012.