

CODES OF PRACTICE

Part 1 - Basic Code of Practice for Domestic and Small Business Customers

Introduction to our Company and Services

JAGUAR TELECOM LTD is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

This code informs you about our products, services, and customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at www.jaguartelecom.co.uk. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

How to Contact Us

Please contact our Customer Service Team from 8.30am until 17.30pm Monday-Friday:

By phone: 020 3829 6000

By email: info@jaguartelecom.co.uk

By letter: **Jaguar Telecom Ltd**, 2nd Floor, Titan Court, 3 Bishop Square, Hatfield, AL10 9NA

Our registered office address is: 69 Knowl Piece, Wilbury Way, Hitchin, SG4 0TY

Our Commitment to You

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, 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.

Our Products and Services

- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Internet
- Directory enquiries
- Data services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 020 3829 6000.

Terms and Conditions

When you subscribe to a service from **JAGUAR TELECOM LTD**, we will send you our Standard Terms and Conditions and ask you to sign an order, if applicable. If you have any questions, please phone our Customer Service Team on 020 3829 6000. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services will be 12, 24 or 36 months. We aim to provide services within 10 working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 10 working days after your order is placed. For cancellations after 10 working days we will charge you an administration fee as set out in our Terms and Conditions. If you wish to terminate your contract within the minimum term of 12, 24 or 36 months, please call our Customer Service Helpdesk on 020 3829 6000. We will charge you a fee as set out in our Terms and Conditions. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 020 3829 6000, giving us one months' notice.

Faults and Repairs

Please call our Fault Service Team on 020 3829 6000 if you experience a fault with any of our services. We aim to have this investigated and repaired within two working days.

We do not set any operational service levels in respect of:

- Activation of a new service
- Restoration following loss of service
- Keeping a pre-agreed engineer appointment

Compensation and Refund Policy

We do not offer compensation payments in any circumstances for failure to meet the service levels listed above.

Price Lists

Our pricing structure is available from our Customer Service Team on 020 3829 6000. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly.

We only accept payment via Direct Debit.

We provide itemised bills/airtime on request and at no charge as part of our service to you. Printed bills are available for a fee of £5 per month.

If you have difficulty paying your bill, please contact us on 020 3829 6000 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection. In any event, you will be given at least 48 hours' notice of any decision to disconnect your services.

Moving Home or Office

Please call our Customer Service Team on 020 3829 6000 no later than 28 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number Porting

JAGUAR TELECOM LTD recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 020 3829 6000.

If we fail to allow you to move your number away from us, we will pay you compensation at a rate of 1/365th of the cost of the number per day of delay.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 020 3829 6000.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The Code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at www.jaguartelecom.co.uk. Alternatively, copies are available free of charge and on request from our Customer Service Team on 020 3829 6000.

Services for People with Special Needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Text Relay Service
- Third party bill management
- Access to a free Directory Enquiries service for people who are unable to use the printed phone book

- Copies of bills, contracts and this Code in an accessible format

Data Protection

We comply fully with our obligations under the Data Protection Act 2018.

Part 2 - Code of Practice for Premium Rate Service, Unbundled Tariff and Personal Numbers

Purpose of this Code of Practice

This code informs you, our domestic and/or small business customers, about our policies on providing information about Premium Rate Service (PRS) and on our charging policy for calls to PRS numbers.

Unbundled Tariff Numbers

Unbundled Tariff Numbers are non-geographic numbers starting with 084, 087, 090, 091, 098 or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill. You will see the Service Charge advertised by the company providing the service alongside the number. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT).

The Access Charge is retained by us, your phone company. Our Access Charge for calling Unbundled Tariff Number is 5p. Unbundled Tariff numbers in the 084, 087, 090, 091, 098 or 118 ranges are not included in your monthly call minutes allowance.

Personal Numbers

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are not included in your monthly call minutes allowance.

Controlled Premium Rate Services

Controlled Premium Rate Services (PRS) are Unbundled Tariff numbers which cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 020 3829 6000 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA), which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at www.psaauthority.org.uk to check PRS numbers direct and find contact details for the company in question, or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order

refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the “Useful addresses” section below.

If you are unhappy with the help you have received from us on a problem with PRS, please contact Nigel Tompkins on 02038296000 and/or by email, nigel@jaguartelem.co.uk who has responsibility for compliance with our code of practice for PRS. You may also complain using the complaints procedure set out in our complaints code, including, ultimately, referring your complaint to CISAS.

The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0845 070 0707.

Part 3 - Code of Practice on Complaint Handling and Dispute Resolution

Jaguar Telecom Ltd is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team:

By phone: 020 3829 6000

By email: info@jaguartelem.com.co.uk

By letter: Jaguar Telecom Ltd, 2nd Floor, Titan Court, 3 Bishop Square, Hatfield, AL10 9NA

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from:

The Centre for Effective Dispute Resolution (CEDR): 70 Fleet Street, London EC4Y 1EU Tel: 020 7536 6060

E-mail: adr@cedr.com. Website: www.cedr.com

CEDR is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful Addresses

Centre for Effective Dispute Resolution (CEDR)

Address: 70 Fleet Street, London, EC4Y 1EU

Tel: 020 7536 6060

Email: adr@cedr.com

Website: www.cedr.com

Ofcom

Address: Riverside House, 2a Southwark Bridge Road, London SE1 9HA

Tel: 020 7981 3040 or 0300 123 3333

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk

Phone-paid Services Authority

Address: 40 Bank Street, London, E14 5NR

Tel: 0800 500 212 or 020 7940 7474

Email: info@psauthority.org.uk

Website: www.psauthority.org.uk

Telephone Preference Service

Address: DMA House, 70 Margaret Street, London W1W 8SS

Tel: 0845 070 0707

Email: tps@dma.org.uk

Website: www.tpsonline.org.uk

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