



## CODE OF PRACTICE

In line with requirements from Ofcom and our commitment to you, This document has been produced with the intention to outline the following:

- How you can contact us
- Explain our complaints procedure
- How you can pay our bills
- SIPsys billing process

**Important:** Nothing in this code of practice constitutes any form of contract between you the customer and us SIPsys. Any products and or services described may not always be available and may be subject to change of which total discretion resides with SIPsys Limited.

### CONTENTS:

Contact Us	Page 1
Complaints	Page 2
Payment	Pages 2 & 3
Moving Office & Cancellation	Page 3
Your Privacy	Pages 3 & 4

### How to Contact Us

Our main number is controlled by an IVR (Intelligent Voice Recorder) which will prompt you to choose which department you wish to speak to. This number is charged at local rate from landlines however calls from mobiles may vary.

#### Via Phone

Business Enquiries

Tel: 0845 0045059

Fax: 0845 0045060

#### Via Email

Information:

[info@sipsys.co.uk](mailto:info@sipsys.co.uk)

Sales:

[sales@sipsys.co.uk](mailto:sales@sipsys.co.uk)

Support:

[support@sipsys.co.uk](mailto:support@sipsys.co.uk)

Accounts:

[accounts@sipsys.co.uk](mailto:accounts@sipsys.co.uk)

#### Written Correspondence

Customer Services

SIPsys Ltd.

Charwell House

Wilsom Road

Alton

Hampshire

GU34 2PP

## Complaints

SIPsys is dedicated to providing the best service possible for its customers however despite our best efforts problems can and do occur.

It is vital that any issues that have not been resolved satisfactorily or are persistent are reported to SIPsys accordingly.

In order to raise a complaint please contact us on 0845 004 5059 and choose the option to speak to a representative in customer services.

If you would prefer to put your complaint in writing, please address it to:

Customer Services  
SIPsys Ltd.  
Charwell House  
Wilsom Road  
Alton  
Hampshire  
GU34 2PP

We will endeavour to work closely with you at every stage of the complaints process as we aim to resolve any issues or complaints as soon as reasonably possible. All complaints are heavily scrutinised by senior management from beginning to end in order to ensure you receive the levels of service you are rightly entitled to.

## Billing

We operate a monthly billing model for collecting service charges and call charges. All bills are itemized and are either emailed or posted to you (depending on your preference) on the relevant dates below.

All of our tariffs are listed on our website [www.sipsys.co.uk](http://www.sipsys.co.uk) and are updated on a monthly basis unless no changes have been made. If you have any queries with regards to any of our tariffs you can contact us as detailed in page 1.

Note: As part of our responsibility we would appreciate your help by opting for paperless billing to reduce our impact on the environment.

## Post Pay Accounts

We intend to bill customers on the 1<sup>st</sup> of every calendar month with the aim of collecting monies on the 14<sup>th</sup> of every month via direct debit.

We intend to collect monthly service charges and call charges 1 calendar month in arrears.

## Pre Pay Accounts

This type of account requires you to pay for all service and call charges in advance. You must also keep your account in credit in order to use the service. Again an itemized bill or usage statement is sent to you each month.

## Late Payment

In the event of late payment, a charge of £25 (plus VAT) will be added to the outstanding balance immediately and on the 15th of each month thereafter until the account balance is cleared.

At the absolute discretion of the Company, interest may be applied to any outstanding balance at 4% above base rate.

In the unlikely event that we are unable to resolve any payment disputes or if you have failed to pay any bill during your contract with us, we reserve the right to disconnect your service.

We will do everything reasonably possible to avoid suspending or cancelling any service we provide you with however if we do take this action we will not resume the service until we have received the full amount owed.

We reserve the right to cancel your service should you contravene any part of our terms and conditions which you agreed to prior to taking up any of our services.

If you are having payment difficulties it is imperative that you contact us as soon as possible so we can discuss ways in which we can help. We try to remain as open and helpful as possible when it comes to payment difficulties and we will do our level best to ensure an amicable agreement is reached however this is at the absolute discretion of the company.

## Moving Office & Cancellation

Moving with office with us is simple, just let us know at least 14 days before you plan to move so we can ensure that all relevant changes and arrangements are made.

Should you wish to cancel any of your current services you must inform us in writing. In line with our terms and conditions, if you cancel any services inside of your contract period you will be liable to pay a cancellation fee which will be no less than the remaining amount payable until the end of your contract.

Any changes made to any of our products or services are published on our website [www.sipsys.co.uk](http://www.sipsys.co.uk) and are sent in writing to all of our customers.

## Your Privacy

We understand that your privacy is very important, and that the security of your personal information is paramount. This is why we are registered under the Data Protection Act in the United Kingdom and undertake due diligence to ensure correct and proper protection of your information.

When we refer to personal information, we mean information which could be used to identify you.

If you place an order with us or register for any services, we may ask you for information such as your name or business address including phone numbers and e-mail addresses.

We may also collect other relevant information about the products or services you are ordering. For example, we will require you to nominate a bank account for us to collect direct debits from on a monthly basis in order to collect monies owed for said products and/or services.

We may also monitor and record calls made to or by us in relation to customer services and support. This may be done from time to time in order to monitor the quality of service we provide as well as for training purposes.

We will also need to confirm your identity when you contact us, particularly when you require changes to be made to your account or you wish to confirm or check billing information.

We will need to use such personal information when provisioning broadband access. For example, if you require us to check broadband availability we will need to disclose your telephone number. The same applies for porting your existing number onto any of our VoIP solutions.

We will also need to use personal information in obtaining credit checks.

In order to provide the best possible service to our customers we may use other companies to carry out any necessary works to meet your requirements.

With this in mind, we may need to pass on personal information to these companies in order for them to carry out the necessary works. If we do this the relevant companies will also adhere to the rules of the Data Protection Act 1998 in order to ensure the necessary security and protection of any personal information they may hold about you.

We will also provide information when required to by law.