

## **Code of practice for Business Customers**

### *Introduction to our company and services*

*We are a local Telecoms and IT Support Company who support business for their communications requirements, we are an alternative to BT retail offering BT Openreach services at wholesale prices and most importantly we organize and manage the projects.*

### *Purpose for the code of practice*

*This code will inform you about our products, customer care policies and where to find information about our charges and terms and conditions.*

### *How to contact Fluent*

*You can contact us by the following:*

- *By Phone: 01892 532373*
- *By Email: [enquiries@fluent-group.co.uk](mailto:enquiries@fluent-group.co.uk)*
- *By Fax: 08452960059*
- *By Letter: Fluent Group, New Barn, The Estate Yard, Eridge Road, Eridge Green, Tunbridge Wells, Kent, TN3 9JR*
- *Website: [www.fluent-group.co.uk](http://www.fluent-group.co.uk)*

### *Services Fluent Offer*

- *Samsung Phone Systems*
- *Avaya Phone Systems*
- *Network Cabling*
- *3CX Hosted VOIP*
- *Computer Telephony Integration (CTI)*
- *IT Support & Maintenance*
- *Phone System Maintenance*
- *Call Logging and Reporting*
- *Audio Marketing*
- *Alternative to BT – WLR, ISDN, Carrier Pre-Select, Broadband & leased lines, NGN (0845, 0800), SIP*
- *Mobile Telephone and data Services*
- *CCTV Equipment and Install*

*If you would like to obtain a quote for any of the above or to place an order, please contact us on 01892 532373.*

### *Our Commitment to you*

*With our extensive portfolio of products, we will not only provide you with the best communication solution but we will also manage the process by giving you the highest quality of customer service. Our products are purchased from a range of wholesale providers who we choose, this way we can make every effort to satisfy your requirements. We will work to all relevant laws and regulations.*

### *Terms and Conditions*

*When you agree to a service with Fluent we will give our terms and conditions and ask you to sign the contract. If you have any questions, please phone our Customer Service Team on 01892 532373. We aim to provide the services within the service level agreement we quote which is subject to availability, we will inform you of any survey, excess construction charges, Openreach delays needed to complete the order and of any other revised timescales as soon as possible.*

### *Cancellation*

*If for some reason, you decide to not go ahead with the order or agreement before we have provided any services, you may do so within 7 working days after your order is placed or up to noon the day before the service is installed, whichever is sooner. After 7 working days, we will charge you an administration fee as set out in your contract.*

*If you wish to terminate your contract within the contracted minimum term, please inform us in writing or email, please note that early termination fees will be applicable as per your terms and conditions. If you wish to terminate the contract after the minimum term has passed, please give us the notice as outlined in your terms and conditions in writing.*

### *Faults and Repairs*

*Please contact our customer services team on 01892 532373 to log a fault, we will aim to repair the fault in accordance with the care level you have agreed as per your contract.*

### *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](http://www.tpsonline.org.uk) or by telephoning 03450700707.*

### *Compensation and refund policy*

*We will aim to investigate each claim individually, and respond within 30 working days. Any refunds that are honoured will be credited to the next month's invoice.*

*Fluent or any network we choose will not compensate for loss of service. No provider can guarantee a 100% fault free service. Unfortunately, faults will occur from time to time beyond our reasonable control.*

## Complaints

*We make every effort to ensure that you receive the best level of service with the products and services you receive from Fluent. From time to time we understand that things can go wrong. We take customer complaints seriously and aim to resolve them as quickly as possible.*

*In the first instance please contact our customer services team on 01892 532373 who will try to resolve the complaint with you on the phone, if you are still not completely satisfied, please escalate the complaint to the customer services manager who will aim to resolve the complaint within 7-10 working days.*

*If it has been more than 8 weeks from the date that 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 help from the ombudsman:*

*Ombudsman Services: Communications*

*PO Box 730*

*Warrington*

*WA4 6WU*

*[www.ombudsman-services.org](http://www.ombudsman-services.org)*

*[osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)*

*Phone: 03304401614*

*Fax: 03304401615*

*Text phone: 03304401600*

## Billing

*We will bill all customers monthly and it will be a month in advance for line rental and recurring charges and in arrears for calls. This will not be fully itemised, however this can be done upon request.*

*The preferred method of payment is by direct debit, however if this facility is not available then you can pay by bacs or cheque. Please note that if the preferred method is bacs or cheques then there will be a payment processing charge of £3.50 applied to your monthly invoice.*

*It would help if you could provide a valid email address for us to send invoices too and for when placing an order and maintain this address. We may use this address to contact you for all purposes. If you choose to have your monthly invoice sent by paper rather than email then there is a monthly charge of £4.00. To update your account to email invoice, please call us on 01892 532373 and speak to our customer services team.*

*Please note that if invoices are not paid within the date set out on your invoice then there will be a late payment fee applied to the next month's invoice of £10.00.*

*If you encounter difficulty in being able to pay the invoice, please call our customer services team on 01892 532373 as soon as possible and we will try to arrange a different method of payment to avoid suspension and disconnection.*

### *Moving Premises*

*If you are moving premises, please inform Fluent no later than 30 working days prior to the move date. We will endeavour to try and keep the same telephone number to minimise any disruption. Please ensure you call our customer services team on 01892 532373 to discuss the move and any potential charges involved.*

### *Data Protection*

*We comply fully with our obligations under the Data Protection Act 1998.*

*When you sign an agreement with Fluent and your account is set up, you will be given a unique reference number to which you will need to quote when calling Fluent to make any changes on your account or to place orders.*

### *Ofcom Regulations*

*Fluent and all other UK Communications providers are regulated under Ofcom's general Conditions of Entitlement.*

*Fluent will endeavour to comply with guidelines set and implement any policies set by Ofcom. For further advice please visit [www.ofcom.org.uk](http://www.ofcom.org.uk)*

### *Fluent's Regulatory Compliance Policy*

*Fluent aims to be compliant with all regulatory requirements for its industry. We consistently work towards fulfilling these requirements by training and monitoring our staff, we also continually update our policies and processes to ensure that they reflect new and existing regulations.*

### *Useful contact numbers and address's*

*Ombudsman Services - PO Box 730, Warrington, WA4 6WU  
03304401614 [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org) [www.ombudsman-services.org](http://www.ombudsman-services.org)*

*Ofcom – Riverside House, 2A Southwark Bridge Road, London, SE1 9HA  
02079813040 or 03301233333 [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) [www.ofcom.org.uk](http://www.ofcom.org.uk)*

*Telephone Preference Service – DMA House, 70 Margaret Street, London, W1W 8SS  
03450700707 [tps@dma.org.uk](mailto:tps@dma.org.uk) [www.tpsonline.org.uk](http://www.tpsonline.org.uk)*

*Fluent – New Barn, The Estate Yard, Eridge Road, Eridge Green, Tunbridge Wells, Kent, TN3 9JR  
01892532373 [enquires@fluent-group.co.uk](mailto:enquires@fluent-group.co.uk) [www.fluent-group.co.uk](http://www.fluent-group.co.uk)*