

# 4Com Code Of Practice Guidelines



**This code is intended to state publicly how we will act in the conduct of our business. We value our customer relationships highly and will endeavour to do everything possible to ensure that our customers are delighted with the services that we provide.**

4Com strives to be a company that becomes a benchmark for all competitors by providing total satisfaction to our customers and building an environment in which people are encouraged to grow, participate and share in the rewards.

#### **About 4Com**

4Com specialises in providing, installing and maintaining digital telephone systems in addition to discounted line rentals and call rates to customers. With offices in Salisbury and Sheffield, the company employs over 150 staff in sales, marketing, technical and administrative roles. Established in 1999, 4Com has enjoyed outstanding growth resulting in being recognised as the 21st Fastest Growing Company in the UK by the Sunday Times Virgin Atlantic Fast Track Awards in 2003. 4Com maintains a partnership with Siemens and Samsung Communications and has been awarded the Siemens Reseller of the year 5 times in 2002, 2004, 2005, 2006 and 2007. Other awards from Siemens include the Fastest Growing Partner of the Year award in 2001 and the coveted Customer Service Award in 2003. Finally, 4Com were the regional winner in the 2006 National Business Award, winning the Customer Focus Award for the South West.

#### **About this code**

This Code of Practice has been written in response to the General Condition of Entitlement (GC) 14.2 and GC 14.4 (Codes of Practice and Dispute Resolution) as set out in sections 52 to 55 of the Communications Act 2003. The processes described in this document are in constant review to ensure best practice for 4Com's developing customer base. 4Com is a business to business focused organisation and rarely conducts business with the domestic customer. Therefore, this code of practice is aimed at business customers.

#### **Contact Details**

Company Name: **4Com plc**

Registered Office:

4Com plc

Loewy House

11 Enterprise Way

Aviation Park West

Christchurch

Dorset BH23 6EW.

Tel: 0844 375 0000

Fax: 0844 375 3200

Email: [info@4com.co.uk](mailto:info@4com.co.uk)

Web: [www.4com.co.uk](http://www.4com.co.uk)

Customer Service Contact Number

Tel: 0844 576 2223

Email: [feedback@4com.co.uk](mailto:feedback@4com.co.uk)



## **Our Services**

Supply of telephone equipment including telephone systems, handsets and mobile handsets.

Installation and maintenance of telephone equipment and systems.

On site and off site technical support.

Provision of access to communications networks for the routing of the telephone calls.

Supply of non-geographic telephone numbers.

Line rentals and broadband services.

Provision of computer software and hardware for managing telephone communications systems.

## **Pricing**

Our equipment pricing is dependent on a variety of factors including:

- Number of extensions
- Period of lease
- Quantity and nature of additional equipment
- Whether installation, maintenance, line rental or call routing etc is included.

## **Cancellation of Services**

Customers are entitled to cancel services in writing at any time.

Where the customer is still in contract, early termination charges will apply, calculated in accordance with the terms set out in individual contracts. Detailed advice can be obtained on 0844 375 0000.

## **Equipment Warranty**

All Siemens and Samsung telephone equipment is supplied with a 12 month warranty. If this equipment is faulty, it will be replaced free of charge within the first twelve months following installation. Equipment supplied from other manufacturers will be sold with a warranty period equivalent to that offered by the manufacturer.

All customers are given the opportunity to sign a maintenance contract for their telephone equipment. This gives an extended warranty and covers all charges for faulty equipment replacement and engineering charges during the term of the contract.

## **Maintenance and Repairs**

Technical enquiries are logged upon receipt of a telephone enquiry and are dealt with in order of priority. The level of service offered and response times are constantly monitored to ensure that customers receive a prompt efficient and professional response to all enquiries. During office hours, we aim to consistently achieve first response to all technical problems within an hour of notification.

## **Access to Services**

4Com predominantly relies on proactive telemarketing calls to arrange appointments for sales representatives. The company has also experienced great success with a referral scheme whereby existing customers recommend associate businesses that would benefit from our services.

Customers can discover more information regarding the range of

services available from 4Com, including our full list of terms and conditions, on our website [www.4com.co.uk](http://www.4com.co.uk).

## **Compensations or Refunds**

Where it is apparent that we have overcharged a customer in error we will issue an immediate refund upon customer request.

The full extent of our liability for direct or indirect costs, loss of profit or goodwill is clearly set out in our Order Form which is signed by every customer at point of sale.

Customers should refer to their Order Form terms and conditions for further details.

In the event of a billing error, we will immediately investigate upon notification by our customer and if appropriate, will rectify the error on the next invoice.

Full itemisation of call charges is available at an additional cost. Annual maintenance contract charges are invoiced prior to each anniversary of contract commencement. Payment must be made prior to the annual renewal date in order to ensure service continuity.

Other invoices are despatched as and when other services are provided. Except by prior arrangement, these are payable upon completion of the work to which the charges relate. We endeavour to ensure that invoices provide a clear explanation of the nature of the charges and due date.

## **Complaint Handling Process**

The 4Com Complaint Handling Process ensures that any complaints are rigorously examined and their validity established. Corrective actions can then be assigned as necessary to prevent similar instances from occurring and to provide a better service to the client.

The complaints procedure applies to any activities that are suggested by a customer to be of an unsatisfactory standard. Any complaint received from a customer concerning the actions taken by 4Com shall be entered into our database and referred immediately to a member of our Customer Services Team.

The Customer Services Team member will discuss the complaint with the customer and notify the head of the department concerned and fully investigate the claims made. Activity on the account may be suspended pending investigation and reply to the complaint. The Customer Service team member and the head of the department concerned will investigate and implement corrective action.

The management of complaints is monitored to ensure that all complaints are handled within a suitable time period and that a satisfactory resolution with the client is reached. All actions taken in investigation and resolving customer complaints are recorded on the customer database. All correspondence is stored on file.

In the event that a customer is dissatisfied with the end result, the complaint will be escalated to the Director of Customer Services who will seek to resolve any remaining issues. In the event that we are unable to resolve a complaint to our mutual satisfaction we actively refer the complaint to Otelo.

Analysis of the complaints can identify if subsequent complaints relate to areas that should have been addressed by previous

corrective actions. Instances where complaints still arise after corrective action has been implemented are reported to the Board of Directors.

### **Customer Rights**

We aim to ensure that the terms and conditions under which we trade are clearly communicated to our customers at point of sale. We always provide customers with a copy of all contractual documentation that they have signed at the time of sale.

We maintain a database of customer information. We comply with all aspects of the Data Protection Act. Customers may request a copy of the information that we hold about their business.

4Com often acts as an introducer to financial intermediaries in order to assist with their telephone equipment purchases. We are committed to ensuring that the companies with whom we work fully comply with the provisions of the Consumer Credit Act 1974 as well as maintaining our own Consumer Credit Licence.

### **Communication with Customers**

We value regular communication with our customers and wish to receive feedback about the quality of our service as well as suggestions as to how we can improve our service or alternative products and services that our customers would value.

We are happy to receive feedback by telephone call, letter or via email. Appropriate contact details can be found on the "Contact" page of our website at [www.4com.co.uk](http://www.4com.co.uk).

Rather than sit back and wait for our customers to contact us, we pro actively seek to speak to our customers. We have a dedicated customer service team who regularly contact all of our customers to ensure that they are happy with the services that they are receiving and to see if there are any matters which they would wish to bring to our attention, We believe that this pro activity ensures that we have an improved understanding of our customers' requirements and can constantly work to ensure that we are providing the service that they need.

When contacting new customers, 4Com is committed to fully complying with the TPS scheme, which allows companies and individuals to opt out of receiving unsolicited telephone calls. All telephone calls both inbound and out bound are recorded for quality monitoring and staff training.

### **Alternative Distribution Resolution Procedure**

If the complainant remains dissatisfied with our response we will encourage the complainant to contact the telecommunications dispute resolution organisation, Otelco for an independent assessment and assistance with obtaining a satisfactory resolution of the matter.

We will liaise regularly with Ofcom to monitor the nature and frequency of complaints under this code.

### **Distribution of this Code**

This code will be distributed internally with in 4Com via the company intranet and within new staff training material.

The code will be made available to the public externally free of charge via our website [www.4com.co.uk](http://www.4com.co.uk) in text form or down-

loadable pdf file.

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