

Consumer Code of Practice on Complaint Handling and Dispute Resolution

Introduction to our company and services

TH COMMUNICATIONS is a Paging and Two-way radio Service Centre. We provide paging hardware, warranty service repairs, pager parts and accessories. We provide the majority of services ourselves. However, business partners may provide some parts of our services offering. In any case we take responsibility for all the services delivered to you and will liaise with our partners 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. Our code has been approved by Ofcom, the independent regulator for the UK communications industries.

How to contact us

Please contact our Customer Support Team

By phone: 020 8914 5339

(From 9.00am until 5.00pm Monday to Friday)

By email: thcomms@pageone.co.uk

By fax: 020 8914 5222

By letter: TH Communications, 2 Brentside Executive Centre, Great West Rd, Brentford, Middlesex. TW8 9DA

Or visit our website at www.thcomms.co.uk

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

- Paging Services
- Two-way Radio Services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Support team at thcomms@pageone.co.uk or visit our web site www.thcomms.co.uk

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are stated on the website, www.cap.org.uk

Terms and Conditions

When you set up an account with TH Communications we will send you our Standard Terms and Conditions. If you have any questions, please phone our Customer Support team at thcomms@pageone.co.uk. We may carry out a credit check as part of our assessment procedures.

We aim to provide services within five working days of your original request, subject to the availability of any equipment.

Cancellation

If you decide to cancel your order or agreement before we have provided the goods or services, you may do so without charge within 7 days after your order is placed or prior to the goods being despatched. After 7 days we will charge you an administration fee of £20 + VAT.

Faults and repairs

Please contact Customer Support team at thcomms@pageone.co.uk if you experience a fault with any of our services. We aim to have this investigated and repaired within 3 days.

Compensation and refund policy

Our policy is to refund any monies where we have not been able to provide service on a pro-rata basis

Price lists

Our prices are available on request from our Customer Support team at thcomms@pageone.co.uk

Billing

We will bill you in advance of your goods or services being despatched unless a credit account has been authorised.

You can choose to pay us via a range of options including credit card, cheque and bank transfer. If you wish to change your method of payment at any time, please contact us at thcomms@pageone.co.uk

If you have difficulty paying your bill, please contact us at thcomms@pageone.co.uk and we will try to arrange a different method of payment. We will do all we can to help our consumer customers to manage their bills.

If you are moving home or office

Please contact our Customer Support team at thcomms@pageone.co.uk to alter your billing address.

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.

If you have a complaint about any part of our service, please contact our Customer Support team at thcomms@pageone.co.uk. Our advisors will contact you back to discuss 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.

You may also send your complaint to us in writing to the Marketing Director (see "How to contact us" above).

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 12 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from CISAS.

CISAS is an independent organisation, which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom approved ADR services have been set up to sort out disagreements 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.

Statement of social responsibility

We take very seriously the problem of nuisance calls and malicious communications. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please contact the Customer Support team at thcomms@pageone.co.uk to report the incident, and for information on how to deal with this situation.

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 customer who are older or who may have a disability, including:

- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill

Copies of this Code are available in larger print and other formats on request

Data protection

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

Useful addresses

CISAS, International Arbitration Centre, 12 Bloomsbury Square, London. WC1A 2LP. Tel: 020-7242-5643
www.cisas.org.uk

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3000/ 0845 456 3000
www.ofcom.org.uk

Federation of Communication Services (FCS), Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 www.fcs.org.uk

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