



## SPRINT LTD T/A SCS

### Consumer Code of Practice

#### ***Introduction to our company and services***

SPRINT LTD T/AS SCS is an independent company that delivers communications services to domestic and business customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and 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, 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.scsl.co.uk](http://www.scsl.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, (e.g. large print or Braille)

#### ***How to contact us:***

Please contact our Customer Service Team  
By phone: 01273 874200 (From 8.30am until 5pm Monday-Friday)  
By e-mail: [sales@scsl.co.uk](mailto:sales@scsl.co.uk)  
By fax: 01273 874200  
By letter: SPRINT LTD T/A SCS  
Europa House  
Southwick Square  
Brighton  
East Sussex  
BN42 4FJ Or via our website [www.scsl.co.uk](http://www.scsl.co.uk)

#### ***Our commitment to you***

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), 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***

- Line Rental & Call Charges
- Data Services & Broadband
- Telephone Systems
- VoIP & IP Solutions
- Mobile Phones
- Fax to Email
- Website Hosting
- Messaging on Hold
- Audio Conferencing
- Non Geographic Numbers
- Inbound Routing

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 01273 874200

#### ***Marketing***

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, [www.cap.org.uk](http://www.cap.org.uk)



### ***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.scsf.co.uk](http://www.scsf.co.uk). Alternatively, copies are available free of charge and on request from our Customer Service Team on **01273 874200**

### ***Terms and conditions***

When you subscribe to a service from SPRINT LTD T/A SCS, we will send you our Standard Terms And Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 01273 874200. We may carry out a credit check as part of our assessment procedures.

If applicable, the minimum contract term for our services is 12 months. We aim to provide services within ten 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 advise 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 days after your order is placed. After 10 days we will charge for any work we have done or money we have spent. We may also charge you an administration fee of £50. If you give us notice that ends during the Minimum term (other than because we have increased our charges or materially changed the conditions of this agreement to your detriment), you must pay us the all payments that would have fallen due within the minimum term and cancellation period.

### ***Faults and repairs***

Please call our Fault Service Team on 01273 874200 if you experience a fault with any of our services. We aim to have this investigated and repaired within the agreed timescales for each product type.

### ***Compensation and refund policy***

Our policy is set out in our Terms and Conditions (sections 11 and 12) and on our web site [www.scsf.co.uk](http://www.scsf.co.uk)

### ***Price lists***

Our pricing structure is available from our Customer Service Team on 01273 874200. We will write to you in advance if we change the pricing structure on your products and services.

### ***Billing***

We will bill you monthly. You can choose to pay us by cheque, BACS and Direct Debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team on 01273 874200.

We provide itemised bills free of charge as part of our service to you if you have requested us to do so.

If you have difficulty paying your bill, please contact us on 01273 874200 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. Please refer to the SPRINT LTD T/A SCS Terms and Conditions.

### ***If you are moving home or office***

Please call our Customer Service Team on 01273 874200 no later than 20 working days before your move date. We will amend your account and billing requirements as necessary, and where possible will offer you the same telephone number.



### ***Number porting***

SPRINT LTD T/A SCS recognise that keeping your existing telephone numbers may be important to you. If you move we will endeavour to offer you the same telephone number to minimise disruption. 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 01273 874200

### ***Number translation services***

Number translation services (NTS) are based on numbers that are normally pre-fixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). 0844 and 0845 numbers are used for dial-up pay-as-you-go Internet access and customer service helplines. 0870 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services.

Charges for calling services on NTS numbers are added to your telephone bill and standard prices range from free up to 4.2p per minute or per call (excl. vat). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate but communications providers must publish prices for calls to 0870 numbers where these are higher than for calls to geographic numbers. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Megan Corcoran on 01273874 200 or [megan@scsl.co.uk](mailto:megan@scsl.co.uk) who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Otelco.

### ***Statement of social responsibility***

We take the problem of nuisance calls and malicious communications very seriously. 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 call the Customer Service Team on 01273 874200 to report the incident, and for information on how to deal with this situation.

We encourage parents to register the mobile phones of their children, and take responsibility for all customer care enquiries.

Our Customer Service Team can restrict the access to premium services. Please call them on 01273 874200 for advice on this service.

### ***Services for people with special needs***

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

Copies of bills in large print

Large button telephones

Priority fault response

**Copies of this Code are available in larger print**

### ***Data protection***

We are registered with the Data Protection Agency to hold information necessary to supply services to our customers, and comply fully with our obligations under the Data Protection Act 1998.

### ***The Telephone Preference Service***

If you do not wish to receive unsolicited telephone calls and faxes, you can add your details to the above service at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or call our Customer Service Team on 01273 874200 for assistance.



**Useful addresses:**

**Otelo**, PO Box 730 Warrington, WA4 6HL Tel. 01925 430875, Enquiries. 0845 050 1614  
Textphone: 0845 051 1513 email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk) , website: [www.otelo.org.uk](http://www.otelo.org.uk)

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

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

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