



## SPRINT LTD T/A SCS

### Consumer Code of Practice on Complaint Handling and Dispute Resolution

#### ***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***

The 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 industry, in line with the Communications Act of 15 August 2003.

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

Please contact our Customer Service Team  
By phone: 01273 828430 (From 8.30am until 5pm Monday-Friday)  
By e-mail: [technical@scsl.co.uk](mailto:technical@scsl.co.uk)  
By fax: 01273 828438  
By letter: SPRINT LTD T/A SCS  
Hove Technology Centre  
St Josephs Close  
Hove  
East Sussex  
BN3 7ES 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***

- Landline telephones
- Landline calls
- CPS-Carrier Pre-Selection
- ISDN-digital telephone line
- Broadband access
- Internet
- Directory enquiries
- Mobile telephone and data services
- Equipment and maintenance service
- Non-Geographic numbers e.g. 0800/0845/0870

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 01273 828430

#### ***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)



### ***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 828403. 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 7 days after your order is placed. After 7 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 828430 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.scs1.co.uk](http://www.scs1.co.uk)

### ***Price lists***

Our pricing structure is available from our Customer Service Team on 01273 828430. 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 828430.

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 0800 652 9150 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 828430 no later than 15 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 (if applicable)***

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 828430..

## **Complaints**

We take customer complaints very seriously, aim to resolve them quickly and efficiently, and to keep you informed at all times. We will make every effort to ensure that customers are happy with our service and the products and services we supply. If you have a complaint about any part of our service, please contact our Customer Service Team on 01273 828430. We will deal with your complaint quickly and efficiently and keep you informed at all times. If your complaint is not settled to your satisfaction you should write to the Managing Director at the above address.

If we cannot settle a complaint to your satisfaction, you may ask for help from Otelo, an independent organisation approved by Ofcom to provide an alternative dispute resolution service, at PO Box 730, Warrington, WA4 6WU Tel. 01925 430870, or email [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk) or Ofcom Tel. 020 7981 3000.

## **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 0870 608 2801 to report the incident, and for information on how to deal with this situation.

Our Customer Service Team can restrict the access to premium services. Please call them on 0870 608 2801 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 828430 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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