



# Consumer Code of Practice on complaint handling and dispute resolution

## Introduction to our company and services

PageOne Communications Ltd – part of Capita plc delivers communications services to business customers. We provide the majority of services ourselves. However, some parts of our services may be delivered by other telecom operators. In any case we take responsibility for all 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, and customer care policies. Our code has been approved by Ofcom, the independent regulator for the UK communications industries.

## How to contact us

**By phone:** 0333 200 5033  
(From 9.00am to 17.00pm, Monday to Friday)  
**By email:** [customer.support@pageone.co.uk](mailto:customer.support@pageone.co.uk)  
**By fax:** 0333 200 5053  
**By letter:** PageOne Communications Ltd,  
12<sup>th</sup> Floor, GWh, Great West House, Great West Road, Brentford, Middlesex, TW8 9DF  
Or visit our website at [www.pageone.co.uk](http://www.pageone.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
- » Messaging Services
- » Voice Services

For more details on any of our products and services, or to place an order immediately, please contact Customer Support on 0333 200 5033 or visit our web site [www.pageone.co.uk](http://www.pageone.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](http://www.cap.org.uk).

## Terms and Conditions

When you subscribe to a service from PageOne Communications Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract. If you have any questions, please phone our Customer Support on 0333 200 5033. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is 12 months. We aim to provide services within three 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 services, you may do so without

charge within 7 days after your order is placed. After 7 days we will charge you an administration fee of £20 + VAT. Should you wish to terminate your contract within the minimum term of 12 months we will charge you the balance of the contract (less a 5% early termination allowance). After the minimum term you can cancel any service by

contacting our Customer Support team on 0333 200 5033 giving us 3 months notice.

## Faults and repairs

Please call our Customer Support on 0333 200 5033 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 from our Customer Support on 0333 200 5033. We will write to you in advance if we change the pricing structure on your products and services.

## Billing

We will bill you quarterly in advance for rental and service charges, and monthly in arrears for message usage. There are four billing cycles during the month.

You can choose to pay us via a range of options including credit card, cheque 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 Support on 0333 200 5033.

We can provide itemised bills for our messaging services, on request, as part of our service to you and for a fee of £10 + VAT per month.

If you have difficulty paying your bill, please contact us on 0333 200 5033 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 and avoid disconnection.



### If you are moving home or office

Please inform us of any change of address by written confirmation. You can do so by sending an email to: [customersupport@pageone.co.uk](mailto:customersupport@pageone.co.uk) or by post to the following address:

PageOne Communications Ltd,  
12<sup>th</sup> Floor, GW1, Great West House,  
Great West Rd,  
Brentford, Middlesex,  
TW8 9DF

### 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 on 0333 200 5033 or email us on [customersupport@pageone.co.uk](mailto:customersupport@pageone.co.uk) or complete the contact form at <http://www.pageone.co.uk/contact-us>

Our advisors will ask you about 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.

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 Ombudsman Services: Communications

### 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 call the Customer Support on 0333 200 5033 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

Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU  
Tel: 0330 440 1614 Fax  
Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

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

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