



## Yello Communications Management Limited

Consumer Code of Practice on Complaint Handling and Dispute Resolution

### Introduction to our Company and Services

**YELLO TELECOMMUNICATIONS MANAGEMENT LIMITED** is an independent company which delivers communications services to business customers. Whilst we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We 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

**Please contact our Customer Service Team:**

**Phone:** 0116 2244000 (9am - 5pm Monday to Friday).

**E-mail:** [enquiries@yello.co.uk](mailto:enquiries@yello.co.uk)

**Fax:** 0116 2244010

**Post:**

YELLO TELECOMMUNICATIONS MANAGEMENT LIMITED

23 Meadvale Road

West Knighton

Leicester

LE2 3WN

**Website:** [www.yello.co.uk](http://www.yello.co.uk)

### Our Commitment to You

We are committed to giving you the highest quality of customer service. When we purchase services from wholesale providers, we choose these providers carefully to ensure you a high-quality service. We make every reasonable effort to supply services which satisfy your requirements. We work within all relevant laws and regulations.



## Our Products and Services

- Landline telephones
- Landline calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- Equipment and maintenance service

*For full details of our products and services, please contact our Customer Service Team on 0116 224 4000 or visit our website [www.yello.co.uk](http://www.yello.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 **YELLO TELECOMMUNICATIONS MANAGEMENT LIMITED**, 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 0116 224 4000. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is twelve months. We aim to provide services within three 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 inform you of the revised timescales as soon as possible.

## Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten days after your order is placed. After ten days we will charge you an administration fee of £75.00. If you wish to terminate your contract within the minimum term of twelve months, we will refer to your terms and conditions. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0116 224 4000, giving us two months notice.



## Faults and Repairs

Please call our Fault Service Team on 0116 224 4000 if you experience a fault with any of our services. We aim to investigate and repair within two days.

## Compensation and Refund Policy

Please refer to your Terms and Conditions

## Price Lists

Our pricing structure is available from our Customer Service Team on 0116 2244000. 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, bank transfer or direct debit. This is 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. We provide itemised bills at flat rate as part of our service to you on request and for a fee of 1.75 per month. If you have difficulty paying your bill, please contact us on 0116 224 4000 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.

## If you are moving

Please call our Customer Service Team on 0116 224 4000 no later than forty-five days before your move date. We will amend your account and billing information as necessary. We will endeavour to offer you the same telephone number to minimise disruption, but please note that for geographic numbers this is not always possible.

## Number Porting

We recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number you have with your previous provider, we can arrange this. We will work with you to ensure that services are switched over at a convenient and appropriate time. For more information, please call our Customer



Service Team on 0116 224 4000.

## Complaints

We make every effort to ensure that our customers are happy with our level of service, and the products and services 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 Service Team on 0116 224 4000. Our advisors will ask you about your complaint and seek to resolve the problem. During any discussions we will protect the privacy any information you provide. 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 (see 'How to contact us' above).

We will endeavour 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 twelve weeks, or you have received a letter from us saying that your complaint has reached deadlock, then you may ask for help from the Communications and Internet Services Adjudication Scheme (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 settle disagreements between communications providers and their consumer and small business customers. Their role is to investigate complaints fairly by listening to both



sides. They look at the facts given to them before recommending any action that may be needed.

## Premium Rate Services

Premium rate services (PRS) are telephone numbers which offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by '09'. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are added to your telephone bill. Calling a PRS number generally costs between 10 pence and £1.50 per minute, per call or per text (including VAT). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team.

If you have a problem with PRS, we can help. We can provide advice on checking the number of PRS charges which appear on your bill and can help you identify the premium rate service provider. We can also install call barring to restrict access to '09' numbers. Please call our Customer Service Team on 0116 224 4000 for advice. We can also provide you with a PRS factsheet.

You can also ask for help from the Independent Committee for the Supervision of Telephone Information Services (ICSTIS), which is the industry-funded regulatory body for Premium Rate Services. ICSTIS operates a code of practice which sets out standards for the operation of PRS. You can use the ICSTIS website at [www.icstis.org.uk](http://www.icstis.org.uk) to check PRS numbers directly or to download a complaint form. ICSTIS has legal powers to require a provider of PRS to amend its service or promotional



material (or both) and can also impose penalties on content service providers. For other ways to contact ICSTIS, see the 'Useful addresses' section below.

## 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 and 0871 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 prices range from free up to 10p per minute or per call (including VAT). Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are shown in our price list, which is available on request from our Customer Services Team. We can provide you with 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 our Customer Service Team on 0116 224 4000 or [enquiries@yello.co.uk](mailto:enquiries@yello.co.uk), who have responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in this code including, ultimately, referring your complaint to CISAS.

## Nuisance Calls

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 0116 224 4000 to report the incident and for advice on how to deal with it.

## The Telephone Preference Service

If you do not wish to receive sales and marketing calls which you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your name and number are on the list, it



is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 0700707.

## Services for People with Special Needs

We are committed to helping all our customers communicate easily. We offer the following additional services on request for customers 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
- A free Directory Enquiries service for people who are unable to use the printed phone book
- Copies of bills in large print, on computer disc (or in Braille) for customers who have difficulty reading their bill
- Copies of this Code in larger print

## 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 7421 7432

e-mail: [kkorubo@arbitrators.org](mailto:kkorubo@arbitrators.org)

Website: [www.cisas.org.uk](http://www.cisas.org.uk)

### Ofcom

Riverside House  
2a Southwark Bridge Road, London  
SE1 9HA

Tel: 0845 456 3040 or 020 7981 3000

e-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### ICSTIS Ltd

Clove Building  
4 Maguire Street, London  
SE1 2NQ

Tel: 0800 500212 or 020 7940 7474

Website: [www.icstis.org.uk](http://www.icstis.org.uk)

### Telephone Preference Service

DMA House  
70 Margaret Street, London  
W1W 8SS

Tel: 0845 0700707

Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

