



## Code of Practice

### for Complaint Handling & Dispute Resolution for Domestic and Small Business Users

#### **THE PURPOSE OF THE CODE**

This code sets out a statement of how we conduct our business and provides information about our relationship with you. It is intended for small and medium business customers. This code of practice may be obtained from our web site at [www.damtel.co.uk](http://www.damtel.co.uk) or by writing to us at the address below.

#### **TERMS AND CONDITIONS**

Details of the specific conditions relating to your contract are set out in the documentation provided when you first subscribed to our services and on our website [www.damtel.co.uk](http://www.damtel.co.uk)

You should note that these terms and conditions are specific to the service being supplied and, for example, those for lines and calls may vary from those for mobile. If you are unsure about which Terms & Conditions apply to your contract, please contact us using one of the methods below.

Additionally, contract lengths may vary according to the minimum term you agreed to at the beginning of your service provision. Our standard contract lengths are either 12, 24, 36 or 60 months. If you are unsure about your contract, please contact us.

#### **OUR SERVICES**

We provide the following Lines and Services:

Analogue Telephone Lines; Multilines; ISDN 2e; ISDN 30e; Select Services; Carrier Pre-Selection; Call Conferencing; Broadband; Number Translation Service; Phone system installation and maintenance.

For more information on any of our lines and services or to order additional services please call Customer Services on 0871 99 55 222 or email [customerservices@damtel.co.uk](mailto:customerservices@damtel.co.uk)

#### **CANCELLATION**

In the unlikely event that you should wish to cancel the service we provide, you should write or email us at the address below telling us what you wish to cancel and when you wish it to be effective. There may be a charge for early termination of your contract and this will be explained to you. Early termination charges are also set down in your Terms & Conditions documentation or on your monthly telephone bill and on our web site.

#### **PRICES AND TARIFFS**

Because there are so many different rates that depend upon usage volumes and other separately negotiated criteria, and the changes in tariffs are being updated constantly, it is not possible to publish a standard set of rates that would apply to all customers.

Your own particular tariff, if you have not kept the one sent originally, can be obtained from our customer service department (see 'Contacting Us' Section below) on request.

## **COMPENSATION and REFUNDS**

Our service provision to you is dependant upon the continued operation of the major networks (Openreach for example). If service is lost for any reason we will claim compensation on your behalf at the scales appropriate to your particular network.

## **CONTACTING US**

DAMtel have always put the Customer first and our Customer Services Team is dedicated to providing prompt and effective support to customers experiencing difficulties in any way.

They are available Monday to Friday between the hours of 08.00 and 20.00 by:

Telephone: 0871 99 55 222, Fax: 0872 11 55 282.

E-mail: [headoffice@damtel.co.uk](mailto:headoffice@damtel.co.uk)

Post to:

DAM Telecommunications Limited  
DAMtel House  
18 Soho Square  
London W1D 3QL

The Web site for DAMtel can be found at <http://www.damtel.co.uk>

## **COMPLAINTS**

If you have a complaint about any aspect of the service provided by DAMtel, we want to know. If you don't tell us, we cannot put things right.

In the unlikely event you consider a complaint about your service is necessary, what should you do first?

Call our Customer Services Team on the number above or write to us.

Telephone: 0871 99 55 222, Fax: 0872 11 55 282

E-mail: [headoffice@damtel.co.uk](mailto:headoffice@damtel.co.uk)

Post to:

DAM Telecommunications LTD  
DAMtel House  
18 Soho Square  
London W1D 3QL

The Web site for DAMtel can be found at <http://www.damtel.co.uk>

It would be helpful to keep a proper record of your complaint that lists:

- the date and time you spoke to a DAMtel representative;
- who you spoke to; and
- what they said or promised to do.

You should also:

- ask our customer service advisor when you can expect your complaint to be answered or resolved (or both);
- keep copies of all correspondence; and
- check your Terms & Conditions of service to ensure that your complaint is a valid one.

What if you don't get the answer you want?

- If you feel you have been dealt with poorly or unreasonably, you can ask for your complaint to go to a higher level. Ask to speak to the Customer Service Team Leader.
- If at any time you feel that you are not being attended to as quickly as you would like, you may wish to write to us with your complaint at: [headoffice@damtel.com](mailto:headoffice@damtel.com). This e-mail address is being protected from spam bots, you need JavaScript enabled to view it.
- Ofcom is the regulatory body for the communications industry and provides oversight of our service provision within the terms of the Communications Act 2003 that are relevant to us. They are located at:

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

Telephone 020 7981 3000, Fax 020 7981 3040

Website: <http://www.ofcom.org.uk/>

**Other useful addresses:**

- 1) Citizens Advice, Myddleton House, 115-123, Pentonville Rd, London, N1 9LZ 020 7833 2181
- 2) Ofcom Riverside House, 2a, Southwark Bridge Road, London, SE1 9HA. Ofcom contact centre (020 7981 3040)
- 3) Trading Standards <http://www.tradingstandards.gov.uk/consumers/consumers.cfm> (Web Only)

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's website at

[http://www.ofcom.org.uk/telecoms/ioi/g\\_a\\_regime/gce/ccodes/ccodes.pdf](http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf)