

Huddle Business Solutions Limited

Code of Practice for Handling Complaints and Dealing with Problems

Introduction

We, The Huddle Business Solutions Limited Group Ltd based in Hampshire provide, install and maintain digital, IP and Hosted phone systems. We also offer discounts on line rentals and call rates.

Contact details

Address: Huddle Business Solutions Limited

8 Giles Close
Hedge End
Southampton
Hampshire
SO30 2TH

Telephone Number: 02382 120157

Customer service email: info@huddlebusiness.co.uk

Website: www.huddlebusiness.co.uk

Terms and conditions

Available to download from our website.

Services

- ❖ Supplying phone equipment including phone systems, phone handsets and mobile handsets;
- ❖ Line rentals and network services, including connecting phone calls;
- ❖ Broadband services;
- ❖ Technical support on site and off site;
- ❖ Supplying non-geographic phone numbers (for example 0845, 0870 and 0844);
- ❖ Supplying computer software and hardware for managing phone communication systems; and

providing extra equipment from chosen suppliers which is compatible with telecommunications equipment we supply, for example headsets, call-recording equipment and so on.

Equipment Warranty

We supply all Mitel phone equipment with a 12-month warranty. If this equipment is faulty, we will replace it for free within the first 12 months after we installed it. We will sell equipment supplied from other manufacturers with a warranty period equal to that offered by the manufacturer.

We give all customers the opportunity to sign a maintenance contract for their phone equipment. This gives you an extended warranty and covers all charges for replacing faulty equipment and engineering charges during the contract. If this is not taken out then we offer a pay as you go option.

Maintenance and Repairs

We keep a record of enquiries about phones and we deal with the most urgent ones first. We constantly monitor the level of service we offer, and our response times, to make sure that you receive a quick, efficient and professional response to all enquiries. During office hours, we aim to respond to all technical problems within eight working hours.

Product Info

You can get full details of all our products and services at www.huddlebusiness.co.uk or you can phone 02382 120157 for more information.

Pricing information

The price of our products may change, depending on the exchange rate at the time we buy any equipment. The price could vary day to day. Also, the price of the equipment we buy could change every three months, which is due to changes in prices made by Mitel and other suppliers. This also applies to extra equipment.

The price of our equipment depends on several things, including:

- ❖ the number of extensions;
- ❖ the length of the lease;
- ❖ the amount and type of extra equipment; and
- ❖ Whether installation, maintenance, line rental, call routing and so on is included.

For more information about pricing please call 02382 120157.

Standard conditions

Our typical contracts last three, five or seven years. You are entitled to cancel services in writing at any time, if you are still in a contract with us, you will have to pay a charge to exit the agreement. We work out the charge in line with the conditions set out in each contract. You can get further information by phoning 02382 120157.

We aim to make sure that we clearly tell you our terms and conditions when we sell you a product. We always give you a copy of all contract documents that you have signed at the time of the sale.

Refund policy

If we have overcharged you in error you are entitled to raise a query which will be dealt with by our Customer Service Department. Our responsibility for costs, loss of profit or goodwill is clearly set out in our terms and conditions, which every customer must sign at the time they are sold the service.

If we make a mistake with a bill, you must tell us about this and we will immediately investigate it, and, if appropriate, put the problem right on the next bill.

You can get a full itemisation of the calls you have made and how much they have cost you, but this will cost extra.

We send you a bill for the yearly maintenance contract charges every year, just before the date the contract started. You must pay this bill before the yearly renewal date, to make sure you continue to receive the service.

We send you other bills for service charges and calls etc. on a monthly basis. Unless we have agreed otherwise, you must pay the bill prior to the works being completed. We will always try to make sure that each bill has a clear explanation of the type of charges and the date you must pay them.

Dealing with complaints

If you want to complain about our service please detail this in writing to our Hampshire Office Address which is detailed in the first section of this document. Please ensure this is marked for the Customer Service Department and sent via recorded delivery. We will record any complaint we receive about any of

our products and services on our database and we will immediately refer this to a member of our customer service team. The customer service team member will work to resolve the complaint for you.

We monitor how we deal with complaints to make sure that we handle all complaints within a suitable time and to a suitable standard. We will store any letters you send us about problems on our database.

If you are not happy with how we deal with your complaint, or if we are not able to resolve with the problem, we can issue you with a 'deadlock' letter, which means you can make a complaint through the Telecommunications Ombudsman who offer an independent alternative dispute resolution service. Or, if more than eight weeks has passed since you first made your complaint, please contact the ADR scheme direct.

Contact details

Ombudsman Services Communications
PO Box 730
Warrington
WA4 6WU

Phone: 0330 440 1614

How to get a copy of this document

We publish this code of practice on our website at www.huddlebusiness.co.uk. You can get extra copies for free by asking us. This document is also available in large print