

## DALY SYSTEMS LTD

### Part 1 - Code of Practice for Small Business Customers

#### Introduction to our Company and Services

DALY SYSTEMS LTD is an independent company that delivers communications services to a wide variety of business customers. While 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, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website [www.dalys.co.uk](http://www.dalys.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, such as large print.

#### How to Contact Us

**Please contact our Customer Service Team using one of the following:**

**By Phone:** 0116 2426996

Opening Hours Monday to Friday 8.30am to 5.00pm

**By Email:** [billing@dalys.co.uk](mailto:billing@dalys.co.uk)

**By Fax:** 0116 2614801

**By Letter:** Dalys Systems Limited, Technology House, 1 Heanor Street, Leicester, LE1 4DB

**Or via our website:** [www.dalys.co.uk](http://www.dalys.co.uk)

#### Our Registered Office Address

Daly Systems Limited, Park House, 37 Clarence Street, Leicester, LE1 3RW

#### 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

- Telephone Equipment and maintenance services
- IT Equipment and maintenance services
- CCTV circuits and maintenance services
- Landline telephones and calls
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet – including Ethernet services
- Mobile telephone and data services

**For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0116 2426996.**

#### Terms and Conditions

When you subscribe to a service from DALY SYSTEMS LTD, 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 2426996. We may carry out a credit check as part of our assessment procedures.

Where applicable the minimum contract term for our services will be 12 months. We aim to provide services within the shortest time period possible from your original request which is, 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 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 ten working days of your order being placed. For cancellations after ten working days (or where we can illustrate that charges have already been incurred by us), we will charge you an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months, please call our Customer Service Helpdesk on 0116 2426996. We will charge you a fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0116 2426996, and by giving us 90 days' written notice.

### **Faults and Repairs**

Please call our Fault Service Team on 0116 2426999 if you experience a fault with any of our services. We aim to have this investigated and repaired within 3 days.

### **Service Levels, Compensation and Refund Policy**

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 3 working days. Any refunds that are due will be credited to the next month's invoice. With reference to OFCOM regulations on Service Level Agreements (SLA's) and Service Level Guarantees (SLG's), we will for our SME customers, discuss operational service levels for the following on a case by case basis:

- Activation of a new service
- Restoration following loss of service
- Keeping a pre-agreed engineer appointment

We do not offer automatic compensation payments in cases where service level targets are not met and will assess any claim for compensation on a case by case basis. Any payment made will be on a purely discretionary basis. We do not feel that fixed level compensation payments are appropriate for business customers, who we advise to seek other ways, such as insurance, to protect themselves against the impact of any loss of service.

### **Price Lists**

Our pricing structure is available from our Customer Service Team on 0116 24269996. We will write to you in advance if we need change the pricing structure on your products and services by giving you at least 30 days written notice.

### **Billing**

We will bill you monthly on or around the 10<sup>th</sup> of each month with monthly rentals being invoiced in advance and call charges being invoiced in arrears.

You can choose to pay us via a range of options including bank transfer, cheque and direct debit. These are agreed at the start of your contract and the preferred method of payment is via direct debit. Dalys Systems reserve the right to charge a non-direct debit processing fee for customers paying by any other means. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills/airtime at flat rate as part of our service to you. Hard copies of invoices can be posted to you in return for a nominal fee agreed at the time of request.

**If you have difficulty paying your bill, please contact us on 0116 2426996 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. In any event, you will be given 48 hours notice of any decision to disconnect your services.**

### **Moving Home or Office**

Please call our Customer Service Team on 0116 2426996 no later than 30 days before your move date. We will amend your account and billing requirements 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**

DALY SYSTEMS LTD 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 that you have with your old provider, we will arrange it if you ask us. 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 0116 2426996.

If we fail to allow you to move your number away from us we will pay you compensation at a rate of 1/365<sup>th</sup> cost of the number per day of delay.

### **Directory Entries**

You are entitled to a Directory Entry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 0116 2426996.

### **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.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code [www.dalys.co.uk/resources/code-of-practice](http://www.dalys.co.uk/resources/code-of-practice). Alternatively, copies are available free of charge and on request from our Customer Service Team on 0116 2426996.

### **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 customers who are older or who may have a disability:

- Third party bill management if you have difficulty paying your bill
- Copies of bills in large print for customers who have difficulty reading their 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.

## Part 2 - Code of Practice for Premium Rate Service and Number Translation Service Calls

### Purpose of this Code of Practice

This code informs you, our small business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

### Premium Rate Services

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment.

Charges for these services are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can be between 7p and £3.60 per minute, or £6 per call or per text (including VAT) for 08 and 09 prefixes. Calls to 118 services can cost up to £15.98 per call plus a £7.99 per minute charge (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 01162426992 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at [www.psaauthority.org.uk](http://www.psaauthority.org.uk) to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the "Useful addresses" section below.

### Number Translation Services

Number translation services (NTS) are based on numbers that are normally prefixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 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. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as "follow me" type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 13p per minute or per call (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you 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 Paul Rowe on 0116242992 and/or by email [billing@dalys.co.uk](mailto:billing@dalys.co.uk) who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Ombudsman Services.

### The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is 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 070 0707.

## Useful Addresses

### **The Ombudsman Services**

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### **Ofcom**

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

T: 020 7981 3040 or 0300 123 3333

E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

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

### **Phone-paid Services Authority**

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### **Telephone Preference Service**

DMA House, 70 Margaret Street, London W1W 8SS

T: 0845 070 0707

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

### **Federation of Communication Services (FCS)**

Provident House, Burrell Row, Beckenham, Kent BR3 1AT

T: 020 7186 5432

E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)

W: [www.fcs.org.uk](http://www.fcs.org.uk)



**Licence Number 002399**

**Correct at time of printing, published February 2019**