

At F One Technologies Ltd, we are committed to acting with integrity, fairness, and transparency in every aspect of our business. We value our customer relationships and will always aim to provide clear communication, exceptional service, and continuous improvement in everything we do.

About This Code.

This Code of Conduct is written in accordance with Ofcom's General Condition C4 on complaints handling and dispute resolution, under Section 52 of the Communications Act 2003.

It also reflects our obligations under the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018, and the Financial Conduct Authority (FCA) where finance arrangements are involved.

Under GC C4.2, communications providers must have and comply with procedures that conform to the Ofcom-approved complaints code when handling complaints from domestic and small business customers.

Under GC C4.3, we are required to be a member of an approved Alternative Dispute Resolution (ADR) scheme, the Centre for Effective Dispute Resolution (CEDR), which runs the CISAS scheme.

Our internal policies and practices are reviewed regularly to ensure ongoing compliance and the highest standards of professionalism, corporate responsibility, and customer satisfaction.

Our Services.

F One Technologies Ltd provides a full range of communications and IT solutions designed for UK businesses of all sizes. Our products and services include:

Cloud Phone Systems

Feature-rich, cloud-based communication platforms that replace traditional on-site phone systems. Our solutions include business-grade handsets, mobile and desktop apps, voicemail, call recording, CRM integration, and Microsoft Teams connectivity.

SmartVoice Messaging

A professional voicemail-to-email and message management platform that ensures every call is captured, even when your team is busy or unavailable. Designed to improve customer experience and responsiveness.

WhatsApp for Business

A business-grade WhatsApp integration that allows teams to manage customer conversations securely and professionally from desktop and mobile devices, with multiple user access and full compliance features.

Internet Connectivity

High-speed, business-grade connectivity options including SoGEA, FTTP, leased lines, and Starlink. We design each connection to deliver maximum reliability, bandwidth, and uptime for your business operations.

WiFi & Networking

Enterprise-level WiFi, networking, and switching solutions — installed, configured, and monitored remotely by our technical team. Built to deliver strong, secure coverage across single or multi-site environments.

Mobile SIM Plans

Flexible mobile SIM solutions with business tariffs, multi-network options, and static IP availability for remote access and mobile connectivity. Managed fully by F One Technologies for simplicity and control.

IT Essentials

A complete suite of IT support and security tools, including Microsoft 365 licensing, endpoint protection, email security, remote management, and data backup. All designed to keep your business protected and productive.

SmartProtect

Advanced cybersecurity and business continuity services that protect data, devices, and users from online threats. Includes proactive monitoring, patch management, and automated backup and recovery solutions.

Pricing and Cancellations.

Our pricing depends on several factors, including the number of users, type of equipment, and whether installation, maintenance, or network services are included.

Customers may cancel services in writing at any time. If cancellation occurs before the end of the agreed contract period, early termination charges will apply as set out in the individual agreement. Full details can be obtained by calling 0330 221 1183.

Equipment Warranty.

All telephone and IT equipment supplied by F One Technologies Ltd includes a 12-month manufacturer's warranty. If any equipment proves faulty within this period, it will be replaced free of charge. Extended cover is available through our Software Assurance Agreement, which provides an extended warranty and covers all hardware replacement costs during the agreement term.

Support and Repairs.

All technical enquiries are logged immediately upon receipt.

Depending on the nature of the issue, it may be resolved during first contact or escalated for further investigation.

We aim to respond to all technical problems within one working hour during office hours and monitor our performance continuously to maintain high standards.

Access to Services.

We connect with prospective customers through professional telemarketing, digital marketing, and referrals from existing customers. We are fully compliant with the Telephone Preference Service (TPS) and Corporate TPS (CTPS) regulations.

Full details of our services and terms can be found at www.fonetech.uk.

Complaints Procedure.

If you wish to make a complaint, you can do so:

- By phone: 0330 221 1183
- By email: letstalk@fonetech.uk
- In writing: F One Technologies Ltd, First Floor Roman Landing, 35–37 St Mary's Place, Southampton, Hampshire, SO14 3HY

Your complaint will be logged within one working day and investigated by a senior member of staff or Director who was not involved in the original matter.

We will:

- Acknowledge your complaint within three working days
- Provide a final or holding response within four weeks
- Issue a final resolution or update within eight weeks

If unresolved after eight weeks, or if you are dissatisfied with our response, you may refer your case to the appropriate ADR or ombudsman service:

Telecoms and Internet Services:
Centre for Effective Dispute Resolution (CEDR)
CISAS Scheme – www.cedr.com/cisas

Finance-related Complaints:
The Financial Ombudsman Service (FOS)
Exchange Tower, London, E14 9SR
Website: www.financial-ombudsman.org.uk

Compensation or Refunds.

Where an overcharge or billing error is identified, we will issue a prompt refund or correction on your next invoice.

All invoices are clearly itemised and payable on completion of the relevant service, unless otherwise agreed.

Customer Rights and Data Protection.

We comply fully with the UK GDPR and Data Protection Act 2018. Customers may request access to the data we hold about them or exercise their rights under data protection law by contacting letstalk@fonetech.uk.

We do not sell or share customer data with third parties.

When introducing customers to finance partners, we ensure full compliance with the Consumer Credit Act 1974 and FCA regulations.

Communication Standards.

We maintain open communication with all customers and encourage feedback. Our Customer Service team proactively contacts customers to ensure satisfaction and resolve any concerns early.

All inbound and outbound calls are recorded for quality monitoring and training. We comply fully with the Privacy and Electronic Communications Regulations (PECR) and TPS/CTPS rules.

Equality, Diversity and Inclusion.

We are committed to treating all customers, partners, and employees fairly, regardless of age, disability, gender, sexual orientation, race, religion, or belief. Discrimination, harassment, or victimisation of any kind will not be tolerated.

Anti-Bribery and Corruption.

We have a zero-tolerance policy towards bribery and corruption. Employees must never offer, give, request, or accept any bribe or improper payment.

We comply with the Bribery Act 2010 and expect the same standards from all suppliers and partners.

Conflicts of Interest.

All employees must act in the best interests of F One Technologies Ltd and our customers.

Any potential conflicts of interest must be declared immediately to a Director.

Use of Social Media and Communications.

Employees and representatives must act responsibly when using social media or online platforms in a professional capacity. Confidential or sensitive business information must never be disclosed.

Environmental and Social Responsibility.

We recognise the importance of sustainability and actively work to reduce waste, energy use, and our carbon footprint.

We also partner with suppliers who share our values on environmental responsibility and ethical business practices.

Distribution of This Code.

This Code is distributed internally to all staff via the company intranet and training materials.

It is also publicly available at www.fonetech.uk as a free downloadable PDF.

Contact Details.

F One Technologies Ltd
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Southampton, Hampshire, SO14 3HY
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