FONE TECHNOLOGIES

OFFICIAL DOCUMENT

Code of Conduct

How we do business, what you can expect from us, and the standards we hold our own people to.

Version	Effective Date	Document Owner
v.1.2	17 September 2026	Lee New Co-Founder & Sales Director

About This Code

SECTION 01 / ABOUT THIS CODE

What this Code is for, and the Ofcom, FCA and data protection rules it is written to meet.

This Code sets out how we do business: what you can expect from us, how we handle complaints, and the standards we hold our own people to.

It is written to meet Ofcom's General Condition C4 on complaints handling and dispute resolution, set under sections 45, 52 and 54 of the Communications Act 2003.

General Condition C4.2 requires communications providers to have and follow complaints procedures and a customer complaints code that conform to Ofcom's approved code, and to keep written records.

General Condition C4.3 requires us to belong to an approved Alternative Dispute Resolution scheme, to give eligible customers free access to it, and to abide by its final decisions. We are members of CISAS, which is run by the Centre for Effective Dispute Resolution and approved by Ofcom.

Where we arrange finance, we are authorised and regulated by the Financial Conduct Authority for consumer credit activities, and we follow the FCA's rules on handling complaints.

It also reflects our obligations under the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, and under the Privacy and Electronic Communications Regulations.

This Code is published at www.fonetech.uk

Issued to everyone who works for us. We review it regularly.

What We Do

SECTION 02 / WHAT WE DO

We supply communications and IT services to UK businesses.

Cloud Phone Systems	Cloud-based phone systems built on Intermedia Elevate, with Yealink handsets and headsets, CRM integration through Red Cactus, and WhatsApp Company Messaging on suitable licences.
Internet Connectivity	Business connectivity including SoGEA, FTTP, leased lines, Starlink and 4G and 5G mobile broadband, from a range of UK carriers.
WiFi & Networking	TP-Link Omada WiFi, switching and networking, installed, configured and monitored by our technical team, plus Social WiFi and data capture.
Business Mobiles	Business mobile from EE, O2 and Vodafone, including tariffs for IoT and connected devices.
IT Essentials	Microsoft 365 licensing, and Endpoint Security, Email Security, Microsoft 365 Backup and Security Awareness Training from Acronis. Remote monitoring and management with NinjaOne, password management with Keeper, and support towards Cyber Essentials certification.
Other Products	Hikvision camera systems. For card payments we introduce you to Worldpay, who deal with you directly on terminals, pricing and the merchant agreement.

Our website	Full details of our services and terms are at www.fonetech.uk.

Pricing, Billing And Support

SECTION 03 / PRICING, BILLING AND SUPPORT

What you pay, how we bill, the warranty on your equipment, how we support you, and how we stay in touch.

Pricing and cancellation	What you pay depends on the number of users, the equipment you choose, and whether installation, maintenance and network services are included. Your agreement sets out your price and your term. You can cancel in writing at any time. If you cancel before the end of your agreed term, early termination charges apply as set out in your agreement. Call us on 0330 221 1183 if you would like that explained.
Billing and refunds	Invoices are itemised and payable on completion of the relevant service, unless we have agreed otherwise with you. Where we find an overcharge or a billing error, we correct it promptly, either by refund or on your next invoice.
Equipment warranty	Telephone and IT equipment we supply carries a 12-month manufacturer's warranty. If equipment fails within that period, we replace it at no cost to you. Software Assurance extends that cover and includes hardware replacement costs for the length of the agreement.
Support	Every technical enquiry is logged when we receive it. Some are resolved on first contact; others are escalated for further investigation.
Keeping in touch	We keep in touch, and we ask for feedback. Our Customer Service team contacts customers to check that things are working and to pick up problems early.
How we reach new customers	We reach new customers through telemarketing, digital marketing and referrals from existing customers. We comply with the Telephone Preference Service and Corporate TPS rules, and with the Privacy and Electronic Communications Regulations.
Service Level Agreement	Our Service Level Agreement sets out our target response and resolution times by priority level, and how to escalate. It is published at www.fonetech.uk.

Complaints

SECTION 04 / COMPLAINTS

How to complain, what we do about it, and where you can take it if we cannot put things right.

How to tell us	If something has gone wrong, tell us by phone on 0330 221 1183, by email at letstalk@fonetech.uk, by WhatsApp on 0330 221 1183, or in writing to F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY. If your complaint is about the way we have handled your personal information, email dataprotection@fonetech.uk.
What we always do	Whatever the complaint, we log it within one working day, acknowledge it in writing within three working days and send you a copy of our Complaints Procedure, have it investigated by a Director or by a senior member of staff who was not involved in the original matter, and keep you updated while we look into it.
Our services	Final or holding response within four weeks. You can take it to CISAS once six weeks have passed or we reach deadlock.
A finance agreement	Final response within eight weeks. You can take it to the Financial Ombudsman Service, within six months of our final response.
Your personal information	Outcome without undue delay. You can take it to the Information Commissioner's Office, at any time.
Complaints Procedure	Our full Complaints Procedure, with contact details for all three, is published at www.fonetech.uk.

Your Information

SECTION 05 / YOUR INFORMATION

What we do with your personal information, how we handle finance applications, and the rules we follow.

Your information	We comply with the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025. You can ask us for a copy of the information we hold about you, or use any of your other data protection rights, by emailing dataprotection@fonetech.uk. We do not sell customer data, and we do not share it with other organisations for their own marketing.
Arranged finance	Where you ask us to arrange finance for equipment or services, we pass the information the finance provider needs to consider your application. We are authorised and regulated by the Financial Conduct Authority for consumer credit activities and we follow its rules, together with the Consumer Credit Act 1974 where it applies.
Call recording and marketing	Calls in and out are recorded for quality monitoring and training. We comply with the Privacy and Electronic Communications Regulations and with TPS and CTPS rules.
Privacy Policy	Our Privacy Policy at www.fonetech.uk explains what we collect and why.

How Our People Behave

SECTION 06 / HOW OUR PEOPLE BEHAVE

Everyone who works for us is expected to meet these standards.

Treat people fairly	We treat customers, partners and colleagues fairly regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Discrimination, harassment and victimisation are not tolerated.
Refuse bribery	We take a zero-tolerance approach to bribery and corruption. Nobody working for us may offer, give, request or accept a bribe or any improper payment. We comply with the Bribery Act 2010 and we expect the same from our suppliers and partners.
Declare conflicts of interest	Everyone must act in the best interests of the company and our customers. Any possible conflict of interest must be declared to a Director straight away.
Use social media responsibly	Anyone representing us online must do so professionally. Confidential or sensitive business information must never be disclosed.
Protect personal information	Everyone who handles personal information must follow our data protection procedures, must be able to recognise a data protection complaint, and must pass one to dataprotection@fonetech.uk without delay.

Responsibility And Contact

SECTION 07 / RESPONSIBILITY AND CONTACT

How we work to reduce our impact, where to find this Code, and how to reach us.

01 Environmental And Social Responsibility

We work to reduce waste and energy use and to lower our carbon footprint, and we favour suppliers who take the same view.

02 Where To Find This Code

This Code is published at www.fonetech.uk and can be downloaded free of charge. It is also issued to everyone who works for us.

03 Contact Us

F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY. Phone: 0330 221 1183. General enquiries: letstalk@fonetech.uk. Data protection: dataprotection@fonetech.uk. Website: www.fonetech.uk

Company details	F One Technologies Ltd is registered in England and Wales under company number 08394387. We are authorised and regulated by the Financial Conduct Authority for consumer credit activities, firm reference number 723159.