

This code is intended to state publicly how we will act in the conduct of our business. We value our customer relationships highly and will endeavour to do everything possible to ensure that our customers are delighted with the services that we provide.

### About this code.

This code of conduct has been written in response to general condition C4 (GC C4) of Ofcom's general conditions of entitlement and is the relevant condition for complaints handling and dispute resolution as set out in section 52 of the communications act 2003.

Under GC C4.2 communications providers must have and comply with procedures that conform to the Ofcom approved complaints code when handling complaints made by domestic and small business customers. A copy of the Ofcom Approved Complaints Code is set out in the annex to GC C4.

Under general condition C4.3, providers are obliged to be a member of, and comply with, an approved alternative dispute resolution ('ADR') scheme.

The processes described in this document are in constant review to ensure best practice by F One Technologies Ltd's employees, thereby ensuring corporate responsibility, quality assurance and satisfaction amongst our developing customer base.

### Our services.

- supply of telephone equipment including telephone systems, handsets and mobile telephones.
- installation and maintenance of telephone equipment and systems.
- on site and remote technical support.
- line rental and provision of access to communications networks for the routing of the telephone calls.
- supply of non-geographic telephone numbers.
- broadband services.
- VoIP (voice over internet protocol) solutions.
- provision of computer software and hardware for managing telephone communications systems such as voice recording, on hold marketing, call management systems and voicemail systems.
- provision and set up of computer telephony integration (CTI).
- pricing

### Our equipment pricing is dependent on a variety of factors including.

- number of extensions
- period of hardware agreement
- quantity and nature of additional equipment
- whether installation, maintenance, line rental or call routing etc is included.
- whether we are including termination costs of existing services

Customers are entitled to cancel services in writing at any time. If this is prior to completion of the agreed contract period, early termination charges will apply, calculated in accordance with the terms set out in individual contracts. Detailed advice can be obtained on 0330 221 1183.

### **Equipment warranty.**

All telephone equipment is supplied with a 12 month warranty. If this equipment is faulty, it will be replaced free of charge within the first twelve months following installation. Equipment supplied from other manufacturers will be sold with a warranty period equivalent to that offered by the manufacturer.

All customers are given the opportunity to sign a software assurance agreement for their telephone equipment. This gives an extended warranty and covers all charges for faulty equipment replacement during the term of the agreement.

### **Support & repairs.**

Technical enquiries are logged upon receipt of a telephone call or email. Depending on the complexity, they may be dealt with upon first contact or placed in a queue to be dealt with by call-back in order of priority.

The level of service offered and response times are constantly monitored to ensure that customers receive a prompt, efficient and professional response to all enquiries. During office hours, we aim to consistently achieve an initial response to all technical problems within an hour of notification.

### **Access to services.**

F One Technologies Ltd predominantly relies on proactive telemarketing calls coupled with digital marketing to arrange appointments for their telecoms specialists. The company has also experienced great success with a referral scheme whereby existing customers recommend associate businesses that would benefit from our services.

Customers can discover more information regarding the range of services available from F One Technologies Ltd, including our full list of terms and conditions, on our website [www.fonetech.uk](http://www.fonetech.uk).

### **Our complaints procedure.**

Send us your information if you want to file a complaint. You can file a complaint verbally, in writing, by email, or over the phone.

### **What will happen next?**

We will record your complaint on our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint. Wherever possible, that person will not be involved in the matter which is subject of the complaint, and will have authority to settle the complaint.

We will then start to investigate your complaint. This will normally involve the following steps. We will pass your complaint to a Director of F One Technologies Ltd within 3 days and it will be passed to a Senior Customer Service representative. The appointed person will then examine the matter and the information within your complaint file. If necessary, he/she may also speak to the relevant department and/or yourself. This will take up to 3 days from receiving their reply file.

The appointed person will then report to you and hopefully have the complaint resolved. Within four weeks of receiving a complaint we will send you either; a final response which gives a summary of your complaint, settling out the outcome of our investigation, and our final view on the issue raised. The response will say whether we acknowledge whether there has been any fault on behalf of F One Technologies Ltd and will give details of any offer we are making to settle the complaint; or a holding response which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.

Within 8 weeks of receiving a complaint we will send you either; a final response detailed above; or a response which explains why we are still not in a position to make a final response; and will inform you that you can refer the handling of the complaint to the Communication Ombudsman Service if you are dissatisfied with the delay, or our response to address the complaint. We will inform you of the Ombudsman Service we are registered with.

At this stage, if you are still not satisfied, we will then arrange to review our decision. Another Director of the company will review the decision within 10 days.

We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

If you're not satisfied with our response, or if a complaint has not been resolved after 8 weeks, you may refer the complaint by post to: Communication Ombudsman Service, 3300 Daresbury Park, Daresbury, Warrington, WA4 4HA or call them on 0330 440 1614 .

Should you have any questions about this policy, please contact F One Technologies Ltd by phone on 0330 221 1183, or by post at F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY.

#### **Compensations or refunds.**

Where it is apparent that we have overcharged a customer in error we will issue an immediate refund upon customer request. The full extent of our liability for direct or indirect costs, loss of profit or goodwill is clearly set out in the contract documentation which is signed by every customer at point of sale. Customers should refer to their order form terms and conditions for further details.

In the event of a billing error, we will immediately investigate upon notification by our customer and if appropriate, will rectify the error on the next invoice. Full itemisation of call charges is available on your invoice report.

Other invoices are despatched as and when other services are provided. Except by prior arrangement, these are payable upon completion of the work to which the charges relate. We endeavour to ensure that invoices provide a clear explanation of the nature of the charges and due date.

#### **Customer rights.**

We aim to ensure that the terms and conditions under which we trade are clearly communicated to our customers at point of sale. We always provide customers with a copy of all contractual documentation that they have signed at the time of sale.

We maintain a database of customer information. We comply with all aspects of the data protection act 2018 (DPA 2018). Customers may request a copy of the information that we hold about their business.

F One Technologies Ltd often acts as an introducer to financial intermediaries in order to assist with their telephone equipment purchases. We are committed to ensuring that the companies with whom we work fully comply with the provisions of the consumer credit act 1974 as well as maintaining our own consumer credit licence.

**Communication with customers.**

We value regular communication with our customers and wish to receive feedback about the quality of our service as well as suggestions as to how we can improve our service or offer alternative products and services that our customers would value.

We are happy to receive feedback by phone, letter or via email. Appropriate contact details can be found on the contact us page of our website at [www.fonetech.uk](http://www.fonetech.uk).

Rather than sit back and wait for our customers to contact us, we proactively seek to speak to our customers. We have a dedicated customer service team who regularly contact all of our customers to ensure that they are happy with the services that they are receiving and to see if there are any matters which they would wish to bring to our attention. We believe that this pro-activity ensures that we have an improved understanding of our customers' requirements and can constantly work to ensure that we are providing the service that they need.

When contacting new customers, F One Technologies Ltd is committed to fully complying with the TPS scheme, which allows companies and individuals to opt out of receiving unsolicited telephone calls. All telephone calls both inbound and outbound are recorded for quality monitoring and staff training.

F One Technologies Ltd strives to be compliant with all regulatory requirements for its industry. By training and monitoring our staff, auditing and updating our policies and processes so that they reflect current regulations, we consistently ensure we are fully compliant.

**Distribution of this code.**

This code will be distributed internally within F One Technologies Ltd via the company intranet and within new staff training material.

The code will be made available to the public externally free of charge via our website [www.fonetech.uk](http://www.fonetech.uk) in a downloadable PDF format.

**Contact details.**

F One Technologies Ltd

Registered office: F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY.

Telephone number: 0330 221 1183

Email address: [letstalk@fonetech.uk](mailto:letstalk@fonetech.uk)

Website address: [www.fonetech.uk](http://www.fonetech.uk)