



Consumer Code of Practice for Focus 4 U Ltd

Introduction to our company and services

Focus 4 U Ltd is an independent company that delivers communications services to domestic and business customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

The Code informs you about our products, services, and customer care policies. We have prepared it in line with guidance published by Ofcom (the regulator, which is now Ofcom) on 15 August 2003.

How to contact us

Please contact our Customer Service Team or your Account Manager:

By phone: 01273 827410

(From 9am until 5pm Monday-Friday)

By e-mail: enquiries@focus4u.co.uk

By fax: 01273 827411

By letter: Focus 4 U Ltd

Unit H, Hove Technology Centre, St Joseph's Close, Hove, East Sussex, BN3 7ES

Or via our website www.Focus4U.co.uk

Our commitment to you

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), 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

- Landline Telephones
- Landline Calls
- ISDN-Digital telephone lines
- CPS-Carrier Pre-Selection
- Broadband ADSL/SDSL Lines
- Mobile and Data Services
- Equipment and maintenance service
- Directory enquiries
- Non-Geographic Numbers

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 01273 827410

Marketing

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, www.cap.org.uk

Terms and conditions

When you subscribe to a service from Focus 4 U 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 01273 827410. We may carry out a credit check as part of our assessment procedures.

If applicable, the minimum contract term for our services is 3 months. We aim to provide services within as soon as possible after your original request, 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 advise 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 7 days after your order is placed. After 7 days we will charge for any work that we have done or money that we have spent. We may also charge you an administration fee of £50. After the minimum term you can cancel any service by writing to us giving us 3 months notice at; Focus 4 U, Unit H, Hove Technology Centre, St Joseph's Close, Hove, East Sussex, BN3 7ES.

Faults and repairs

Please call our Customer Service Team on 01273 827410 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 days.

Compensation and refund policy

Our policy is set out in the Focus 4 U Ltd terms and conditions.

Price lists

Our pricing structure is available from our Customer Service Team on 01273 827410 and on our website. We will write to you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly.

Payment will be collected either by direct debit, cheque or BACS. This is agreed at the start of your contract. If you wish to change your method of payment at any time, please contact our Customer Service Team.

We provide itemised bills free of charge as part of our service to you if you have requested us to do so.

If you have difficulty paying your bill, please contact us on 01273 827410 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. Please refer to Focus 4 U's terms and conditions.

If you are moving home or office

Please call our Customer Service Team on 01273 827410 no later than 15 days before your move date. We will amend your account and billing requirements as necessary.

Number porting (if applicable)

Focus 4 U Ltd recognise that keeping your existing telephone numbers may be important to you. If you move we will endeavour to offer you the same telephone number to minimise disruption. 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 01273 827410.

Complaints

We take customer complaints very seriously and we aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team on 01273 827410. We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times.

If we cannot settle a complaint to your satisfaction, you may ask for help from Otelo (the Telecommunications Ombudsman) or Ofcom/Oftel. For more information, please ask us for a copy of our Code of Practice for Complaint Handling

Statement of social responsibility

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 01273 827410 to report the incident, and for information on how to deal with this situation.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services for customer who are older or who may have a disability, including:

- Larger Print Correspondence
- Large Button Telephones
- Accelerated Fault Response

Copies of this Code are available in larger print.

Data protection

We are registered with the Data Protection Agency to hold information necessary to supply services to our customers.

Useful addresses

Otelo, PO Box 730, Warrington, WA4 6WU. Tel: 0845 450 1614

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3000/ 0845 456 3000

ICSTIS, Clove Building, 4 Maguire Street, London SE1 2NQ. Tel: 020 7940 7474.