



Total Ltd code of practice on complaint handling

About Total Ltd

Total Ltd are an independent telecommunications company, established in 1998, supplying integrated telecommunications services to SME and corporate customers. These include the provision of mobile voice and data, fixed line and broadband services and telephone systems, with a focus on streamlining and convergence.

Purpose of this code

This code been produced to offer you information about our products, services and internal complaint policies. It has been Ofcom approved.

How to contact us

Total Ltd can be contacted in a number of ways. Mainly, our Customer Service team can be contacted from Monday to Friday, between the hours of 8.30a.m. and 5.30p.m. An out of hours service is available at all other times by using the customer service numbers detailed below. Whichever way you chose you will be greeted in a friendly and responsive manner.

By Phone:	0845 070 5460
By Fax:	0845 070 5461
By Email:	enquiries@total-ltd.co.uk
By Letter:	Total Ltd, Telecom House, High Street, Cheltenham, GL50 3HQ
By Online Helpdesk:	Visit www.total-helpdesk.co.uk . Register your details and submit your query, whereupon you will receive a ticket number and a prompt response.

Our range of services

- Mobile Voice & Data airtime including Blackberry, relevant hardware and data applications.
- Fixed Line Voice & Data services including Least Cost Routing, Carrier Pre Selection, Wholesale Line Rental, ISDN, Broadband, NGN and Internet.
- Telephone Systems, including survey, installation, leasing and maintenance.
- Tracking and Telematics, including dedicated safety and security for personnel, track and trace and business continuity facilities. We can offer this service through a partnership with the GEOS Alliance.

For more details of any of our products or services please contact our Customer Service team on 0845 070 5460. Should you wish to place an order please contact your Account Manager on 0845 070 5450 or visit the Online helpdesk at www.total-helpdesk.co.uk.

New business

Upon the agreement of price and/or product you will be required to sign a contract. Your Total Ltd contact will forward the relevant contract to you and our standard terms and conditions will apply. Some specific product/service terms and conditions will apply and these are situated on the back of the third carbon copy for your information.

Minimum contract periods are specific to the product, however, in most instances minimum contract is expected to be 12 months, with a 30 day notice period.

Requesting cancellation from services

Should you wish to cancel a product and/or service before we have activated any internal instruction to proceed, you may do so without notice, in writing. However, should you wish to cancel a product/service that has been activated/despatched you will be required to give 30 days notice and return any hardware by courier within 48 hours. Should you fail to do so full invoice value for either product and/or service will be due under standard payment terms and conditions. Any charges incurred within the 30 day notice period will also be subject to standard terms and conditions of payment.

Should you have signed to a service/product that has been activated and has in excess of 30 day contractual obligation, you may be required to pay the full liability for that period.

Requesting terminations from Total Ltd services and/or products

To request a termination/transfer from Total Ltd services you are required to submit a letter by email or post indicating the relevant numbers that you wish to cancel. This written correspondence will act as your 30 day notice period and as such should be noted to that effect. Standard termination/transfer templates are available on request from the Customer Service team on 0845 070 5460.

Fault reporting

There are a number of ways to report a fault to Total Ltd staff.

Contact Customer Service	0845 070 5460
Visit	www.total-helpdesk.co.uk and raise a ticket.
Email	cs@total-ltd.co.uk
Fax	0845 070 5461

Through all the above methods it will be necessary to note the number/products affected by the fault with as much detail as possible about the fault behaviour. You may be asked to collate further detail in the case of network faults.

Bill payment

Various payment methods and terms are available and can be discussed with your Account Manager and/or the Accounts department on 0845 070 5470. Standard acceptable terms for line rental and call charges are on a 14 day basis by Direct Debit.

Line rentals are billed one month in advance and call charges, once month in arrears.

Pricing

Due to the wide range of products and services available with Total Ltd, pricing is available through discussions with your Account manager. New business pricing is subject to your requirements and will be confirmed by way of proposal in writing before any contractual agreements are made. Some standard pricing is available on our website, www.total-ltd.co.uk.

Debt recovery

Customers are normally required to pay their bills within 14 days of receipt or within the agreed terms. Where this doesn't happen then Total Ltd may chase payment by calling and/or sending reminders.

If there is no response to the initial contact made and/or full payment of the arrears is not made, then the customer's services may be restricted. The customer will be reminded that continued non payment will lead to full disconnection of the service. We will follow this with debt recovery procedures, which would include the disclosure of relevant customer information to the appropriate credit vetting agencies leading to a possible bad credit history.

Total Ltd reserves the right to suspend all services without notice if the company has grounds to believe that there is an unacceptable credit risk.

Any customer must settle all outstanding debts and may be subject to additional credit checking and reconnection charges before service is re-provided.

The existence of this code will be brought to the attention of customers experiencing payment difficulties.

Customer service and complaints

We believe that every customer deserves and expects their enquiries and requirements to be handled swiftly and professionally. Our dedicated Customer Care team maintain regular contact with all our customers to ensure all service needs are met and we adopt a 'one point of contact' rule so you can be assured of getting through to the right person straight away, rather than being faced with automated call handling to complicate or delay your call. As a team we endeavor to ensure that all aspects of our service to you are of the utmost importance, however, despite our best intentions, things can go wrong. Any complaint will always be taken seriously and we aim to provide an amicable and quick resolution for all parties concerned.

In addition to contacting our Customer Service team on 0845 070 5460, it is advised that complaints are made in writing to your Sales Account Manager or your Customer Service Account Manager.

It will be our aim to keep you up to date with all advances regarding your complaint; however, if you are unhappy with the level of response it is recommended you escalate the complaint to the Head of Operations. Should you feel this method still fails your expectation and your complaint has remained unresolved for a period in excess of 12 weeks, it is recommended you contact the Managing Director.

Compensation and Refund Policy

Our compensation and refund policies are in line with our Terms and Conditions and are normally executed by way of a credit note against invoice. Under circumstances where contract conditions no longer apply and a customer no longer receives invoices, refund or compensation will be made by cheque.

Independent complaints procedure

In addition to contacting the Managing Director, you may wish to consider an independent adjudicator.

Total Ltd is a member of **Otelo** – Office of Telecommunications Ombudsman. The Ombudsman service is approved by Ofcom.

A complaint can be referred to Otelo if three months has passed since the complaint was first made or that you have received confirmation from Total Ltd stating that the issue has reached 'deadlock'.

Otelo will take information from both parties and make an unbiased decision based on the merits of the case.

Office of Telecommunications Ombudsman

PO Box 730
Warrington
WA4 6WU

Contact Number: 0845 050 1614
Fax: 01925 430 059
Email: enquiries@otelo.org.uk
Website: www.otelo.org.uk

Further advice is available from both Ofcom and ICSTIS, as follows:

Ofcom

Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Contact Number: 0207 981 3040
Fax: 0207 981 3333
Email: contact@ofcom.org.uk
Website: www.ofcom.org.uk

ICSTIS

4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

Contact Number: 0207 940 7474

Fax: 0207 940 7456

Data protection

All customer data held by Total Ltd is subject to the legislation and kept in accordance with the Data Protection Act 1998. Should any authority such as Police or Customs and Excise wish us to disclose information, this will only be given with the appropriate and legal paperwork required.

Monthly updates

Total Ltd will provide you with regular service and product updates via various marketing literature. We do also send a regular news letter to our existing base, in conjunction with any changes to our website, www.total-ltd.co.uk.