

Opus Business Systems Ltd – Code of Practice

Part 1 - Code of Practice for Domestic and Small Business Customers

Introduction to our Company and Services

Opus Business Systems Ltd is an independent company that delivers communications services to domestic and small business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website www.opustech.co.uk. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, eg large print.

How to Contact Us

Please contact our Customer Service Team using one of the following:

By Phone: 020 8545 8545

Opening Hours 0830 -1730 Monday to Friday (excluding Bank Holidays)

By Email: customerservice@opustech.co.uk

By Letter: Customer Services, Opus, 1st Floor, London Court, 39 London Road, Reigate RH2 9AQ

Or via our website: www.opustech.co.uk

Our registered office address is: 1st Floor, London Court, 39 London Road, Reigate RH2 9AQ

Our Commitment to You

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose these 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
- CPS – Carrier Pre-Selection
- WLR – Wholesale Line Rental
- ISDN – digital telephone lines
- Broadband access
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Internet
- Mobile telephone and data services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 020 8545 8545.

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website www.asa.org.uk .

Terms and Conditions

When you subscribe to a service from Opus Business Systems Ltd we will send you our Standard Terms and Conditions and ask you to sign a contract. If you have any questions, please phone our Customer Service Team on 020 8545 8545. We may carry out a credit check as part of our assessment procedures.

Where applicable the minimum contract term for our services will be 36 months. We aim to provide services 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 inform 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 ten working days of your order being placed. For cancellations after orders are signed and works have commenced we will charge you a settlement fee based on services already connected and our underlying contract with our suppliers as set out in your contract. If you wish to terminate your contract within the minimum term of 36 months, please email customerservice@opustech.co.uk. We will charge

you a fee as set out in your contract. After the minimum term you can cancel any service by emailing our Customer Service Helpdesk on customerservice@opustech.co.uk, giving us three (3) months' notice before the anniversary date.

Faults and Repairs

Please call our Customer Service Team on 020 8545 8545 if you experience a fault with any of our services. For domestic customers we aim to have this investigated and repaired within 48 hours if within our direct control and if not in our direct control we will work closely to get resolution via our underlying providers.

For SMEs, if required we will discuss operational service levels for the following on a case-by-case basis:

- activation of a new service
- restoration following loss of service
- keeping a pre-agreed engineer appointment

Compensation and Refund Policy

We do not offer automatic compensation payments in cases where the service level targets are not met and will assess any claim for compensation on a case-by-case basis. Any payment made will be on a purely discretionary basis.

We do not feel that fixed level compensation payments are appropriate for business customers, who we advise to seek other ways, such as insurance, to protect themselves against the impact of any loss of service.

Price Lists

Our pricing structure is available from our Customer Service Team on 020 8545 8545.

Billing

We will bill you monthly/quarterly or annually as agreed in your signed contract.

You can choose to pay us via direct debit but also including BACS and cheque. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team.

We provide itemised bills/airtime at flat rate as part of our service to you. Printed bills are available for a fee of £15 per month.

If you have difficulty paying your bill, please contact us on 020 8545 8200 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection. In any event, you will be given 48 hours notice of any decision to disconnect your services.

Moving Home or Office

Please call our Customer Service Team on 020 8545 8545 no later than 90 days before your move date. We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers, this is not always possible.

Number Porting

Opus Business Systems Ltd recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. 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 020 8545 8545.

If we fail to allow you to move your number away from us, we will pay you compensation at a rate of 1/365th cost of number per day of delay.

Directory Entries

You are entitled to a Directory Entry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our Customer Service Team on 020 8545 8545.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code - [Customer Feedback Procedure - Opus Technology](#) . Alternatively, copies are available free of charge and on request from our Customer Service Team on 020 8545 8545.

Services for People with Special Needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability:

- Chat facilities to raise faults or discuss tickets
- Copies of bills, contracts and this Code in a large accessible format
- Emergency Video Relay - link available on our website www.opustech.co.uk
- Other methods of support can be provided on request and discussion with our Customer Service

Data Protection

We comply fully with our obligations under the Data Protection Act 2018.

Part 2 - Code of Practice for Calls to Premium Rate Service, Unbundled Tariff and Personal Numbers

Purpose of this Code of Practice

This code informs you, our domestic and/or small business customers, about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to PRS numbers.

Unbundled Tariff Numbers

Unbundled Tariff Numbers are non geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill.

Personal Numbers

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are/are not included in your monthly call minutes allowance.

The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0845 070 0707.

Useful Addresses

Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: www.ofcom.org.uk

The Ombudsman Services

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: enquiry@ombudsman-services.org

W: www.ombudsman-services.org

CISAS

70 Fleet Street, London, EC4Y 1EU

T: 0845 1308 170 or 0207 520 3827

E: info@cisas.org.uk

W: www.cisas.org.uk

Federation of Communication Services (FCS)

Unit 14, The Baker's Yard, Gosforth, Newcastle upon Tyne, NE3 1XD

T: 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk



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