



Customer Code of Practice on:
Complaint Handling and Dispute Resolution



1. Introduction to our company and services

Here at GPS Telecoms Ltd., we specialise in business communications serving large corporate Plcs, multisite operations, main high street retailers as well as finance, medical, service and industrial sectors. We offer a wide range of solutions tailor made to your requirements supported by our dedicated support team who are always on hand to offer the highest level of service 24/7.

2. Purpose of this Code of Practice

This Code informs you about our products, services, and customer-care policies. Our code has been approved by Ofcom, the independent regulator for the UK communications industry.

3. How to Contact Us.

Please contact our Customer Service Team:

By phone: (From 9:00am until 5:30pm Monday-Friday)

Please call the number for your query below:

0870 730 7000

By e-mail: info@gps-telecom.com

By fax: 0870 730 7005

By letter: Commercial Director, GPS Telecoms Ltd, Clifton House, Ashville Point, Sutton Weaver, Runcorn, Cheshire, WA7 3FW;

Or via our website: www.gps-telecom.co.uk

4. ur 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, ensuring 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.

5. Our Products and Services

GPS Telecoms Ltd is an independent company that delivers telecom communication services to customers throughout the UK.

Our products and Services include:

Landline telephone systems and equipment

Landline calls

Wholesale analogue and digital line rental & line services

Broadband access, data circuits

Hosted system services and sip trunk services

Mobile & data telephone air time agreement

Mobile & data telephone equipment

Line & equipment and maintenance service

CPS – carrier pre-selection

Security and fraud services

GPS Telecoms Ltd


Clifton House, Ashville Point,
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Phone: 01928 737700

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Website: www.gps-telecom.com





To route telephone calls, we mainly use Carrier Pre Selection (CPS), which enables you to pre select either BT Wholesale or an alternative carrier to BT for certain categories of call and to be billed directly by that carrier without needing dial codes before each call or have a router box plugged into the line. For more consumer information on CPS, you can download the Ofcom Consumer guideline in PDF format from:

<http://www.ofcom.org.uk/static/archive/oftel/ind groups/op policy/cpscgmdocs/cpscongidev3.pdf>

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0870 730 7000

6. Marketing

We make customers aware of and promote our services by various methods. In all cases, we act responsibly and comply with relevant legislation.

All our advertising and promotion activity keeps to the principles of the British Codes of Advertising and Sales Promotion. In addition, we ensure that advertising and promotional literature is clear, unambiguous, accurate and fair, does not contain false or misleading information about price, value or service and does not denigrate other companies.

For more information regarding our sales and marketing procedures, GPS Sales and Marketing Code of Practice can be found on our Website at: www.gps-telecom.co.uk

7. Terms and Conditions

When you subscribe to a service from GPS Telecom, 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 0870 730 7000. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is 12 months. We aim to provide services within fourteen working days of 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 inform you of the revised timescales as soon as we can.

8. Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 14 days after your order is placed. After 14 days we will charge according to the agreement you have signed. If you also wish to terminate your contract within the minimum term a cancellation fee will apply, how the cancellation fee is calculated is stated in the terms and conditions.

After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0870 730 7000 and by giving us 90 days written notice subject to our terms and conditions with renewal clauses and terms agreed.

9. Faults and Repairs

Please call our Customer Service Team on 0870 730 7000 if you experience a fault with any of our services. We aim to have this investigated and repaired within 10 days unless covered by an SLA for the service with the fault or otherwise agreed in our terms and conditions.

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10. Compensation and Refund Policy

Further information relating to compensation can be found in the terms and conditions, to receive a copy of the terms and conditions please contact customer services on 0870 730 7000 or visit our web site: www.gps-telecom.co.uk

11. Price Lists

Our pricing structure is available from our Customer Service Team on 0870 730 7000 and on our website www.gps-telecom.co.uk, the prices stated on the web site are our standard prices. GPS Telecom recognises that all customers are different. GPS Telecom is committed to providing customers with the most cost effective pricing structure for their individual needs. To achieve this, packages for customers may differ as they are specially created to suit their individual needs and usage profiles. Therefore some rates may differ from those printed stated on the web site. We will write to you in advance if we change the pricing structure on your products and services.

For monitoring of usage, pricing and cost management, GPS Telecom strongly encourages all customers to make use of the online billing facility. This allows customers to view their bills online providing pricing information on a per call basis thus confirming how much each call has cost. To set up on line billing, contact customer service on 0870 730 7000.

12. Billing

We will bill you monthly on or around the 1st of each month. Our standard payment terms are strictly 14 days by Direct Debit, unless otherwise 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, you may also be liable for a charge if you do not have a Direct Debit in place or cancel your Direct Debit during our agreement, please see your terms and conditions of your agreement.

We provide itemised bills as part of our service to you free of charge.

If you have difficulty paying your bill, please contact us on 0870 730 7000 and we will try to arrange a different method of payment. We will do all we can to help our customers manage their bills and avoid disconnection.

13. Disconnection for Non Payment

Prompt payment of bills helps us keep our costs down so that we can continue to offer a highly competitive service. Please call us as soon as possible if you think you may have difficulty in paying your bill. If there are special circumstances, we may be able to agree special arrangements with you to prevent disruption of your telephone.

If a bill is not paid, we commit to making every attempt to resolve the matter with you and will avoid disconnecting you wherever possible.

However, if we cannot get a satisfactory explanation for the non-payment, we may suspend or disconnect your service in accordance with our terms and conditions. For re-connection, a charge will apply.

For more information contact customer services on 0870 730 7000.

14. If you are moving home or office

Please call our Customer Service Team on 0870 730 7000 no later than 20 days before your move date. We will amend your account and billing requirements as necessary. We will endeavor to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

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15. Number Porting

GPS Telecom recognises 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. 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 0870 730 7000.

16. 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 and we take customer complaints very seriously, aiming to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team on 0870 730 7000. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the data that we that we hold regarding your information. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing (see "How to contact us").

We will try to resolve your complaint quickly and efficiently and keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to a Director. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy you may wish to pursue your complaint further. If your complaint has been outstanding for more than 12 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from Otelo

Otelo is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services have been set up to sort out disagreements between communications providers and their customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.



17. 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 are receiving malicious calls we would like to help in every way we can to resolve the problem. This may involve working with BT, the Police and other Network operators where appropriate. You should be prepared to give evidence if the caller is traced and brought to court. We may also recommend that you change your phone number and ask for it to be ex-directory if you continue to receive such calls

Please call the Customer Service Team on 0870 730 7000 to report the incident and for information on how to deal with this situation.

We are aware that telephones can provide access to premium rate services, including adult content, through independent companies' services. Our Customer Service Team can restrict the access to premium rate services. Please call them on 0870 730 7000 for advice on this service.

18. 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 older or who may have a disability, including:

Copies of bills in large print or on computer disc for customers who have difficulty reading their bill

Please contact our customer service team on 0870 730 7000 where we will try to meet your needs where possible.

Copies of this Code are available in larger print and other formats on request, please contact customer services on 0870 730 7000 to obtain a copy.

19. Data Protection

We comply fully with our obligations under the Data Protection Act 1998.

Useful addresses:

Otelo, PO Box 730, Warrington, Cheshire, WA4 6WU. Tel: 01925 430870 or 0845 050 1614 e-mail: enquiries@otelo.org.uk Website: www.otelo.org.uk

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0845 456 3040 or 0207 981 3000 e-mail: contact@ofcom.org.uk Website: www.ofcom.org.uk

ICSTIS Ltd, Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500212 or 0207 940 7474 Website: www.icstis.org.uk