

Avain Telecom Ltd	Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers
1: Introduction	<p>Avain Telecom Ltd was formed to provide companies within the UK a fast and reliable telecommunications solution at competitive rates.</p> <p>Our services will benefit any company who may be concerned with the amount they are spending with their current telecommunications provider or who are simply looking for exceptional customer care.</p> <p>By switching from your current telecommunications provider to Avian your company will keep all the same phone numbers as well as all the same services you currently have, yet we will be able to offer you very competitive rates for your call charges and landline rentals whilst maintaining a high standard of customer care</p>
2: Contact details	<p>Avain Telecom Ltd Unit 1 Winkhurst Farm Coopers Corner Sevenoaks Kent TN14 6LB Tel - 03300241092</p>
3: Terms and conditions, including prices and tariffs	A copy of our terms and conditions and tariffs are available by contacting our office as above. Alternatively by email on (insert email address)
4: Our services	<p>There are several ways in which you can join our Network and these are either by:</p> <p>A) Carrier Pre Selection – This is a process carried out at the BT switch</p> <p>B) Manually dialling our access code before the telephone number you are dialling.</p> <p>C) Our engineers will configure your telephone system to route your calls via our Network.</p>
5: Access	All of our customers receive Bespoke Tariffs that are special to their calling needs. Full copies of these are available on request from our offices.
6: Pricing information	Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.
7: Standard conditions:	A Full copy of our latest Terms & Conditions are available on our website or from our offices.
8: Contract conditions	<p>Within our terms and conditions there is a minimum contract period of 24 months, which will continue into another 12 month contract if 90 day's cancellation is not given in writing by recorded/registered delivery and confirmed by our offices before the end of the initial period if you are an eligible business as per our terms and conditions. If Customers break their agreement then they will have a termination fee to pay if they wish to move to another service provider or break their contract.</p> <p>The Termination fee is calculated on the average of 3 months billing and then multiplied by the number of months that are left in the contract period.</p> <p>If you are not an eligible business then you may cancel your contract providing 90 days notice in writing by recorded/registered delivery and confirmed by our offices after your Initial agreement period – suggest we look at. I can't see anything about how fees are calculated on the T&C's</p>
9: Customer service	We pride ourselves highly on our Customer Service. When you call Avian Telecom your call is answered within 5 rings and handled by one of our team, not by an automated system. They can be contacted on 03300241092 or via email on (insert email address)
10: Compensation or refund policy	At all times we will endeavor to provide you with fault free service, but if we find that we have not complied with the BT timescales on repairing the fault on your line we will forward any compensation claims to the carrier at fault and do our up most to chase them for any compensation due for your inconveniences.
11: Complaint handling process	If you should have cause to complain about our service, please in the first instance contact our customer support team on 03300241092 write to us at Avian Telecom, Unit 1, Winkhurst Farm, Coopers Corner, Sevenoaks, Kent, TN14 6LB or contact us by email on (insert email) All complaints are treated very seriously and we operate a complaint procedure in order to resolve issues as quickly as possible to everyone's satisfaction. We are members of the Telecoms Ombudsman scheme (OTELO). This will enable us to offer, if we are unable to come to an agreeable solution, an alternative method for dispute resolution. If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Otelos, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively if more than 8 weeks has passed since you first made your complaint, please

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	<p>contact the ADR scheme directly.</p> <p>Contact details</p> <p>Otelos PO Box 730 Warrington WA4 6WU</p> <p>Telephone 0845 050 1614 or 01925 430 049</p> <p>E-mail enquiries@otelo.org.uk</p> <p>Web site: http:// www.otelo.org.uk</p>
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5: How to obtain this Code of Practice	This Code of Practice is published on our Web site at www.sterlingtelecom.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, e.g. Braille, large print, etc.].
6: Additional information	This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at http://www.ofcom.org.uk/telecoms/loi/g_a_regime/gce/ccodes/ccodes.pdf