



LOOP – CODE OF CONDUCT

This is a public declaration of how we conduct our business, and an underlining of the importance we place on customer satisfaction.

This code of conduct is made available to every member of our staff and can be read by any interested members of the public.

Here is Loop in a nutshell:

We provide, install and maintain digital/VOiP telephone systems.

We offer discounted line rentals and call rates.

Our headquarters are in Cleckheaton.

We employ people in sales, marketing, technical and administrative roles.

Our key people have years of experience behind them.

Everyone at Loop is knowledgeable and passionate about their work.

About this Code of Conduct.

This Code of Conduct has been written in response to the General Condition of Entitlement (GC) 14.2 and GC 14.4 (Codes of Practice and Dispute Resolution) as set out in sections 52 to 55 of the Communications Act 2003.

The processes described in this document are in constant review to ensure best practice by our employees, thereby ensuring corporate responsibility, quality assurance and satisfaction amongst our developing customer base.

Loop services.

- Supply of telephone equipment, including telephone systems, handsets and mobile telephones.
- Installation and maintenance of telephone equipment and systems.
- On-site and remote technical support.
- Line rental and provision of access to communications networks for the routing of telephone calls.
- Supply of non-geographic telephone numbers.
- Broadband services.
- VoIP solutions.
- Provision of computer software and hardware for managing telephone communications systems, such as voice recording, on-hold marketing, call management and voicemail.



- Provision and set up of Computer Telephony Integration (CTI).

Loop Pricing

Pricing for the equipment we offer is variable, and depends on:

- The number of extensions
- The period of the lease
- The quantity and nature of extra equipment
- The requirement for installation, maintenance, line rental, call routing etc

Cancelling services

We will accept customer cancellations in writing at any time. If this happens before the end of an agreed contract period, charges will apply, as set out in the customer's contract. For more information, call 0330 137 3777.

Warranties

Unify equipment comes with a 12 month warranty. Faulty equipment will be replaced free within the 12 months after installation. Other manufacturers' equipment is sold with the same warranty period the manufacturer offers.

Maintenance contracts are available which extend manufacturers' warranties and cover all costs for replacing faulty equipment and repair charges during the contract period.

Maintenance and repairs

Every technical enquiry, no matter how we receive it, is logged on receipt. Our service and response times are constantly monitored to ensure our performance is the best it can be. In working hours, that means a target of one hour for first responses to enquiries.

Complaints

All complaints are assessed for validity then thoroughly examined. Where we are at fault, procedures are put in place to prevent a reoccurrence. Complainants are kept updated at all stages.

Where matters cannot initially be resolved, the complaint will be escalated to the next management tier.



Where complaints have been resolved, but similar situations occur despite corrective action, the Board of Directors is informed.

If no resolution is reached, we encourage the complainant to contact the telecommunications dispute resolution organisation, Ombudsman Services, for independent assessment and assistance.

Ombudsman Services can be reached at www.ombudsman-services.org or by post at Communications, PO Box 730, Warrington WA4 6WU.

Compensation and Refunds

Once it is established that we have overcharged a customer, we issue refunds on customer request.

Our liability is set out in every contract – see order form terms and conditions.

On being notified of a billing error, we will investigate immediately and rectify proven errors on the next invoice. (A fully-itemised calling charge service is available at an extra cost.)

Annual maintenance contract charges are invoiced before each anniversary of contract commencement, and payment must be made before the annual renewal date to maintain continuity.

Other invoices are sent as required. Unless other arrangements are made, they are payable on completion of the work.

Customer Rights

We communicate all terms and conditions to customers at point of sale, and all customers are given a copy of the contracts they sign. We stick to the requirements of the Data Protection Act 2018. We will provide a copy of any customer information we hold upon their request.

We may act as introducers to financial intermediaries to help customers with buying telephone equipment. The companies we work with comply with the provisions of the Consumer Credit Act 1974 as well as having our own Consumer Credit Licence.

Customer Communications

We welcome suggestions to help us improve our service, and comments on the quality of service we provide. To get in touch, see the <contact us> section of our website.



We also contact customers pro-actively for feedback. It helps us to understand their requirements and highlights areas for improvement.

We comply with the TPS scheme when approaching new customers; anyone can elect not to receive our calls.

All our telephone calls are recorded for quality monitoring and staff training.

Contacting Loop

www.weareloop.co.uk

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