



# Class Networks Code of Practice & Dispute Resolution

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## **Introduction**

Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between Class Networks and a customer. The telecommunications services described in this Code are subject to availability and may be modified from time to time. This Code of Practice is published by Class Affinity Projects Limited (referred to as Class in this document).

## **Purpose of the Code**

The purpose of this Code of Practice is to inform our customers of their relationship with us. It is written for residential consumers and small businesses who purchase telecommunications services from us directly.

This code aims to provide:

1. Information on how to contact Class
2. Information on some of our main services
3. Information on billing and pricing issues
4. Contact details for alternative complaint bodies

## **About Class**

Class Networks is the trading name of Class Telecommunications, a UK supplier of network & ICT solutions. We are based in Leatherhead in Surrey. The Class Telecommunications Group of companies is a privately owned group of limited companies comprising the holding company Class Telecommunications Ltd, and the two trading arms Class Affinity Projects Limited and RCG Global Networks Ltd.

## **Business Background**

Class uses the telecoms networks of a carefully selected range of service providers including British Telecom PLC, Gamma Telecom, Kingston Communications, Opal and Griffin Internet. Our main supplier Gamma owns a UK national telecommunications network which is connected to BT and a number of other network operators. Gamma's fully owned National Network consists of 2,700 kilometres of optical fibre back-bone across the UK. This network serves 48 fully equipped Points of Present ("PoP") sites connecting to local BT exchanges. This puts Gamma in the enviable position of having many points of interconnection with BT, which keeps their costs low. Against a background of deregulation in the market for telecommunications services, Class has become one of the fastest growing network & ICT companies in the UK and is in the top 10% of Gamma's customers.

## **Contact Details**

To order any of our services please call the following telephone number: 0333 800 8811.

For all enquiries, you may contact us by e-mail at the following address:

**[contact@classnetworks.com](mailto:contact@classnetworks.com)**

Or write to us at:

Class Networks, Givons House, Givons Grove, Leatherhead, Surrey KT22 8LY

Contact details of a number of related organisations are given in section 11 of this code.

## 2. Range of Services

The main service offered by Class to consumers is the routing of outbound telephone calls made from a BT line.

Class uses Carrier Pre-Selection (CPS) which is the service which allows BT customers to pre-select an alternative carrier to deliver certain categories of calls and to be billed directly by that carrier without the need for codes to be dialled before each call or the need to have a router box plugged into the line. Class uses the "ALL CALLS" option by which all calls which can be carried over CPS and routed by Class. Calls such as 999 and operator services are handled by BT together with some special number ranges. CPS is applied at CLASS's request by BT to their network so that when you dial a number, BT recognises that the call should be carried by Class.

For more consumer information on Carrier Pre-Selection, the Ofcom Consumer Guide is at the following address:

[http://www.ofcom.org.uk/static/archive/oftel/ind\\_groups/op\\_policy/cpscgm/docs/cpsconguidev3.pdf](http://www.ofcom.org.uk/static/archive/oftel/ind_groups/op_policy/cpscgm/docs/cpsconguidev3.pdf)

The contact details for Ofcom are given in section 11 of this Code.

### Pricing

We will be pleased to provide you with our prices on request. To obtain pricing information please call us on 0333 800 8811.

### Billing

We provide you with a monthly bill on paper or by e-mail to the e-mail address you have designated to us when you place your order or as subsequently amended by you. Your first bill will be issued approximately one month from the time that your CLASS service begins and then at approximately the same time of the month in subsequent months. If you spend less than £5 in any one month we will not send you a bill but carry the charges forward to the next month. We do this for two months if the accrued charges are still under £5 and then send you a bill in the third month even if the total amount you owe is less than £5.

Payment is preferred by direct debit, however we do not penalise customers if they wish to pay by BACS or cheque and itemised bills are provided free of charge.

### Online-Billing

This free, efficient service provides you with a fast and simple way to view and access your Class telephone account. The online billing system gives you instant access to your Class invoices. If you would like to discuss online-billing please call Customer Services on 0333 800 8811.

As an existing online-billing customer you can access your bills using an ID and password at:-

**[www.classnetworks.com](http://www.classnetworks.com)**

The information provided is the same as that provided by paper bills.

The benefits of e-mail and online-billing:-

- Free of charge to Class customers
- Bills can be viewed online at any time
- Bills can be checked quickly, accurately and conveniently
- Paper conservation

### 3. Customer Service

Our customer service representatives are able to help with all your queries including products, billing and tariffs at the following times:

Monday - Friday 9.00am to 5.30pm

If you have any service enquiries please call us on: 0333 800 8811.

Alternatively, you may write to our customer service centre at:

Class Networks

Customer Services

Givons House, Givons Grove, Leatherhead, Surrey KT22 8LY

Or e-mail us at:

customerservices@classnetworks.com

Class contacts new potential customers by sending direct marketing material to selected prospects including voluntary organisations and selected third party's customers (provided that those customers have consented (where applicable) or not objected to receiving direct marketing material). We also contact new potential customers through outbound telemarketing, field marketing and by asking existing customers of Class if they have contacts who are interested in using Class's services.

Our sales advisers and field marketers aim to ensure that they establish the technical requirements and potential savings that a customer could make by using Class.

#### Order processing

Unless you sign up on the web, a new Class customer will speak to one of our sales advisers who will review your telecommunications needs. We will agree your requirements with you and, if the sale is face to face, supply you with a written agreement together with Class's terms and conditions. If the sale is over the telephone or over the Internet Class will supply a printed copy of the terms and conditions and a welcome pack by post.

Once Class receives a completed agreement, we aim to process it as quickly as possible. Some processes require some time to implement but most connections to Class are completed within 20 working days. We reserve the right not to enter into agreements.

We will write to you confirming the date on which you will start receiving Class's service. If you wish to check the progress of your order please call us on the above number.

#### Cancellation

If you wish to cancel your Class service(s) you can do this in writing or by e-mail. Our contact details and office hours are given above.

Cancelling with Class takes at least 10 working days from receipt of a written request to cease the service as we are obliged to work within the processes the industry (including BT) have agreed to. When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. During this period, you remain liable for the costs of any services we provide.

#### Fault Repair

All faults can be reported to our technical services centre on 0333 800 8811 who are available 24/7.

Faults can occur on the Class network, another operator's network, or on the telephone used by you or the person you are trying to call. If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault.

If the fault is reported outside of normal working hours, the fault will be dealt with depending on which level of service the customer has signed up to.

Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair. If the fault is on the BT network then you may need to report this fault to BT directly. To report a BT fault call BT Residential on 0800 800 151.

### **Reconnection**

If you are a previous Class customer and wish to come back to Class please call us on 0333 800 8811 and we will aim to get you reconnected as soon as possible.

### **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 service.

In the event that a bill is not paid we will make reasonable attempts to resolve the matter with you. However, if we are unable to get a satisfactory explanation for the non-payment we may suspend or disconnect your service in accordance with our terms and conditions.

### **Billing Queries**

We take billing accuracy very seriously. If you do not understand or disagree with part of your bill, please call us on the number quoted on your bill.

You are liable for the costs of any calls that you make over our network. If you query the charge for dialled calls, we will re-check the bill. If we find a mistake you will be credited accordingly.

### **Difficulties in making or receiving calls**

If you have difficulty in making a call you should try re-dialling. If you still have difficulty please call us on 0333 800 8811 or [support@classnetworks.com](mailto:support@classnetworks.com).

If BT provides your telephone line and you cannot receive calls then it is likely that there is a fault on either the BT network or your phone. Please contact BT on 0800 800 154. You can also register a fault with BT online at: <http://www.btbroadbandoffice.com/faults>

## **5. Complaints Procedure**

We are committed to providing you with an excellent value telecommunications service. We understand that faults can occur, and when they do, we want to correct them quickly. We provide a comprehensive complaint handling process to solve your problem as soon as possible.

When you contact us, a customer service adviser will note the details of the problem and will agree a course of action with you. Due to the complex nature of some queries, these may take a little longer to resolve.

The addresses to which you should write if you have a formal complaint is:

Customer Services Department, Class Networks, Givons House, Givons Grove, Leatherhead, Surrey KT22 8LY. Or email to [complaints@classtelecom.co.uk](mailto:complaints@classtelecom.co.uk).

If you are not happy with the response you receive you may ask for the matter to be referred to a senior manager for further investigation.

In the rare event we are unable to resolve your problem we will write to you informing you of the position. This is sometimes called the 'deadlock' letter. When you receive this letter you have the right to refer your case to the Ombudsman. The Ombudsman will want to ensure that you have followed this process before contacting him. If this is not evident the Ombudsman is likely to refer the matter back to Class for resolution.

If you receive the deadlock letter as described above, you must decide within 6 months if you wish to refer the issue to the Ombudsman.

An application to the Ombudsman does not relieve you from any obligation you may have to pay any amounts not in dispute.

Class is happy to work with other independent bodies, such as ICSTIS, Citizens Advice Bureau, Consumer Advice Centres and Trading Standards Departments.

### **Dispute resolution**

Class is a member of the Telecommunications Ombudsman scheme, which provides a free, independent, service to help sort out complaints when customers and telecoms companies can't agree. It is run by the Office of the Telecommunications Ombudsman, Otelo for short. Otelo's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. If the Ombudsman decides your complaint was justified Class will honour his decision and put things right for you.

To find out how the service works and what it covers, please ask for a copy of Otelo's complaints booklet 'Two sides to every story' by phoning 0845 050 1614. The scheme provides a straightforward alternative to legal action.

The Ombudsman can provide you with further details and you will also find information on Otelo's website. Contact details are shown in Section 11 of this Code.

## **6. Your rights and obligations**

### **Data protection**

We may collect personal information about you from a number of sources. These may include:

- The customer agreement, i.e. the agreement that you sign when you take a service from Class - this may include your name, address, other contact details and banking details
- If you contact us with an enquiry
- From direct marketing organisations
- From other publicly available sources such as the electoral role

Class is registered under the Data Protection Act and takes all reasonable steps to ensure that there is no unauthorised access to your personal data.

We may use the personal data that we have to promote CLASS's products and services but these details will not be passed to any other organisations for marketing purposes unless you have authorised us to do so.

In some circumstances we may supply information to organisations such as the police and other governmental agencies where the law permits us to do this.

We may record phone conversations in order to provide training services or to provide evidence of a transaction.

If you wish to know what personal information CLASS holds on you, you can obtain this by writing to us.

Please write to the following address.

Data Controller  
Legal Department  
Class Networks  
Givons House  
Givons Grove  
Leatherhead  
Surrey  
KT22 8LY

You may wish to stop unsolicited telemarketing calls from other organisations. You may do this by calling the Telephone Preference Service (TPS). The contact details for the TPS are given in section 11.

You should note that if you have previously told us that you are happy for us to contact you by telephone, registering with the TPS will not revoke that consent. You therefore also need to contact us directly to let us know about your change of mind.

### **Terms and Conditions**

Class provides terms and conditions which are available on request from our customer service advisers on 0333 800 8811 or on our website at <http://www.classnetworks.com>

### **Services for disabled and elderly customers**

If you are an older or disabled individual and wish to discuss any special telecommunications requirements you may have then please contact our customer service centre at the above address or telephone number and we will try and accommodate your requirements where possible.

### **Protection and support of vulnerable groups**

Class is a supplier of telecommunications service to business and residential customers. We understand that some of our customers may have special needs and so require particular attention. It is our policy to assist any customers who may have difficulty using telephony services whether they have a disability or are from other vulnerable groups.

### **Phonebook entry**

If you have a BT line then using the Class carrier pre-select services will not affect your phonebook entry. In this case, you have a right to be included in the BT phonebook and directory enquiries, free of charge. You may also choose to be ex-directory.

### **Communications with customers**

It is our policy to maintain contact with our customers on a regular basis. We may call you or write to you from time to time to inform you of any new services and to review your current telecommunications requirements. We aim to keep this Code of Practice up to date and you may obtain a copy from our customer service advisers on 0333 800 8811 or on our website **[www.classnetworks.com](http://www.classnetworks.com)**. A large print and a Braille version of this Code of Practice is available upon request to 0333 800 8811.

## **7. Social Responsibility**

### **Ethical & Environmental Policy**

As a socially responsible company we are committed to conducting all of our business activities ethically and in a way that minimises negative impacts on the environment. With this aim, the management and staff of Class Telecommunications have set up an Ethical & Environmental Policy, which has targets and measurables and is reviewed on a regular basis.

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Full details of our Ethical and Environmental Policy are available at [www.classnetworks.com](http://www.classnetworks.com).

### **Malicious Calls**

We understand the annoyance and distress that can be caused by malicious calls and take this problem very seriously. If you are receiving malicious calls we would like to provide you with every assistance to try 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 this to be ex-directory if you continue to receive such calls.

To report any malicious calls we would recommend that you call the BT Nuisance Call Advice line on 0800 661441.

### **Approval and Review of Code**

This Code is approved by the Office of Communications (Ofcom) and is reviewed annually.

## **8. Further Information**

### **Office of Communications (Ofcom)**

Ofcom Contact Centre  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA  
Call 0845 456 3000  
Fax 020 7981 3333  
Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### **Office of the Communications Ombudsman (Ombudsman Services)**

Ombudsman Services  
Communications  
PO Box 730  
Warrington  
WA4 6WU  
Call 0330 440 1614  
Fax 0330 440 1615  
E-mail: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### **The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)**

Fourth Floor  
Clove Building  
4 Maguire Street  
London SE1 2NQ

Call 020 7940 7474  
Website : [www.icstis.org.uk](http://www.icstis.org.uk)