

## CODE OF PRACTICE

### Introduction

Outsourcery is the UK's leading independent service provider, with over 10 years specialist experience in providing mobile phone and data solutions to UK businesses. Outsourcery is a service provider - this means that we have licenses with UK Network Operators to sell, manage and bill, products and services on behalf of the networks. Our specialist business mobile teams provide a service that delivers impartial independent advice to our customers. As a business provider, Outsourcery offers customers specialist business support, specialist mobile and data knowledge. Our customers remain part of a medium size business where customer service is integral to our success.

### Explaining the Code of Practice:

This code of practice is designed for both new and existing customers to enable them to understand:

- The full range of products and services that Outsourcery offers
- The most important features of the way that Outsourcery conducts business with its customers
- The emphasis Outsourcery places on continually seeking ways to improve performance and giving outstanding service to customers.

### Contacting Outsourcery:

For details how to contact Outsourcery click the link

<http://www.outsourcery.co.uk/contact/>

Written correspondence should be sent to Outsourcery Head Office. When writing to us please assist us by indicating the name of your business, contact details and the relevant account number and/or mobile phone number.

### Head Office:

Outsourcery  
Waterfold Park  
Rochdale Road  
Bury  
BL9 7BJ

The Outsourcery website provides up to date information on our latest products and services including hardware specifications, allows customers to pay their invoices online and includes a detailed FAQ section for answering the most commonly asked customer queries. Web site: [www.outsourcery.co.uk](http://www.outsourcery.co.uk)

### Terms & Conditions, including prices and tariffs:

#### Our services:

Outsourcery offers a range of hosted IT and business mobile and data solutions, to meet all your communication needs. Our solutions are designed around how your business works and deliver operational efficiency and staff effectiveness. Our services include: Business

Mobile, Hosted CRM 4, Hosted Exchange 2007, Hosted SharePoint 2007, xTrack, Mobile Broadband, Broadband and Fixed Line. Our mobile solutions are:

**Reliable:**

We only offer tried, tested and reliable voice and data solutions from our network Partners.

**Cost Effective:**

Outsourcery portfolio of tariffs has been designed for businesses - we offer flexible solutions for any type of business usage, aimed at providing customers with real value for money.

**Scalable:**

We make it easy to add handsets or upgrade hardware; customers should simply call a member of our Customer Service Team or one of our Account Managers.

**Easy to manage:**

Our customers can manage all their accounts from one bill, having itemised billing for each account, and even manage call usage on a daily basis using our optional My Account online service <https://www.outsourcery.co.uk/login/> Outsourcery customers benefit from access to:

- A comprehensive range of monthly price plans, specially selected for business usage, including inclusive minute tariffs, shared inclusive minute tariffs and optional extras allowing customers to tailor a package specific to their needs
- An extensive range of mobile phone handsets and accessories featuring all of the leading manufacturers
- A comprehensive range of Wireless Data communication solutions
- A range of specially designed business services to support our customers' mobile communications needs
- On-going support provided by our customer helpdesk, technical helpdesk or dedicated account managers *\*\*Level of support dependent upon size of customer account.*

**Hardware Repairs**

Outsourcery can provide a full repair service for all major mobile phone manufacturers and data products we supply, additionally in the case of a faulty handset; a loan unit can be supplied in most instances whilst the broken handset is being repaired. Customers can monitor the progress of repairs by contacting either the Customer Services Team or a member of one the Account Management Teams.

**Access to Outsourcery**

Booking an Appointment, for customers considering becoming a customer of Outsourcery, we can arrange a Sales Consultant to contact them. We have a specialist team of field based Sales Consultants. Customers should simply complete an appointment request on [www.outsourcery.co.uk](http://www.outsourcery.co.uk)

**Dealing Direct**

Alternatively, for customers who would like to discuss their requirements by phone, call us direct on 0844 847 9699 option 1.

### **Wireless Solutions - Need access to email & Internet on the move?**

For the modern business, accessing emails or the internet when out of the business is vital. Outsourcery has a range of wireless solutions customers can choose to suit their needs, including 3G data cards, BlackBerry's or Smartphone's.

### **Value Added Services**

Outsourcery has a range of business services designed to support and add value to mobile accounts. Services include Itemised Billing, Handset Total Service Cover, Data Card Total Service Cover or an online billing service, myaccount <https://www.outsourcery.co.uk/login/> these services can be added at the point of sale or during the period of the contract should the customers require.

### **Billing**

Customer airtime invoices are produced monthly, on or around the same date. Payment in respect of outstanding airtime or other invoices (hardware, accessories etc) is taken 14 days after the date of the airtime bill by direct debit - we refer to this date as the "due date". We encourage customers to contact us at an early stage if they do not understand the information shown on their airtime invoice or have a query in respect of a particular item. Where regular payment has not been made and an overdue amount exists we reserve the right in exceptional circumstances to restrict service until the necessary payment has been made. In such circumstances we will endeavour to ensure that the customer has been contacted and given adequate notice of any such steps being taken.

### **Obtaining Pricing Information**

Customers can call Outsourcery to obtain pricing information. For Tariff prices, customers can contact the Account Management Team. For prices relating to products and hardware, customers can call Customer Services on 0844 847 9699 option 5.

### **Terms and Conditions**

Outsourcery offer a range of minimum contract periods from 12, 18 and 24 to 36 months and above. This period will be clearly marked on the front of the application for service. Our full standard terms and conditions can be found on the back of every Outsourcery airtime agreement or a copy can be obtained by writing to the Customer Care Department (see address above).

### **Disconnection Procedure**

Requests to disconnect from your service with Outsourcery must be requested in writing to the Head Office address. We require the 30 days notice period to commence after completion of the minimum period of the contract.

### **Number Portability**

- In most circumstances (subject to technical availability), we can transfer your mobile number to and from other network operators or service providers.
- Requests to port your number away from Outsourcery must be requested in writing to the Head office address.
- If for any reason you wish to port your cellular number to another service provider or Network we shall be entitled to charge you a reasonable administration fee of no greater than £35.00 per connection.

### **Buy-Out Option**

In the event that customers wish to terminate their contract before the end of the minimum term period, customers will be required to pay the line rental up to the end of the minimum term plus the notice period.

### **Customer Services**

#### **Compensation or Refund Policy**

It is the policy of Outsourcery to reimburse the customer in full for any charges incurred as a result of our error. In cases where no errors have occurred and we are not liable to offer a refund then any decision to offer an amount as a goodwill gesture to a customer is reviewed on a case by case basis by a member of the Management Team.

#### **Complaint Handling Process**

Outsourcery is committed to providing customers with the customer experience expected from the UK's most successful independent service. We will endeavor to ensure customers are satisfied with every aspect of the service we provide. We accept that on occasion things can go wrong; we see this as a "moment of truth" when customers can raise their concerns with us and we have the opportunity to resolve the matter in a prompt and satisfactory manner. This "moment" allows Outsourcery to better understand the issue, ensure that we can use this sharing of views to further improve on the way we do business and demonstrate our commitment to our valued customers. We take our customer's comments very seriously and all verbal and non-verbal correspondence is retained and used to suggest improvements within the business

#### **What should I do if I am unhappy?**

If you are a Outsourcery customer and at any time you wish to discuss any issues with your service then the first step is to contact our Customer Services Team or your dedicated Account Manager. You will receive our full attention and we will attempt to resolve the matter immediately, the majority of issues are resolved in this manner and if we are unable to provide a solution straight away then we shall provide you with a timescale and the contact details of the individual dealing with your concerns. If at any time you are dissatisfied with this process or are unhappy with the resolution offered to you, then please ask to speak to one of the Operational Supervisors. Once they have reviewed the details of your issue and what steps we have already taken, they will attempt to resolve the matter to your satisfaction. After you have spoken to a supervisor, if you are still unhappy, you can request that your complaint be escalated to the dedicated Complaints Team, who will endeavour to resolve your complaint within a reasonable timescale.

#### **What other options do I have?**

We understand that your time is valuable and that discussing your issues over the phone may not always be appropriate. In this instance you may e-mail either our Customer services Team [customerservice@outsourcery.co.uk](mailto:customerservice@outsourcery.co.uk) or your dedicated Account Manager.

Your Account Manager will have provided their e-mail address. You will receive a prompt response acknowledging your e-mail and providing a timescale within which to expect a resolution. If at any stage you are dissatisfied with any aspect of the way your complaint is dealt with then the matter can be escalated within the company as detailed above. Should

your issue be of a serious or sensitive nature or if you wish to receive a more formal response from Outsourcery then please feel free to detail your concerns in writing to:

Complaints Team  
Outsourcery  
Waterfold Park  
Rochdale Road  
Bury  
BL9 7BJ

We will need to know in any correspondence you send:

- Your name and address
- Your mobile and account number
- A daytime contact number
- The details of your complaint, including any dates and people you have spoken to.
- What you feel Outsourcery could do to put things right. Our service level is to resolve all written complaints within five working days and the majority of letters are responded to within two working days.

#### **What if I am still unhappy with the resolution I have been offered?**

Outsourcery will always attempt to look at every possible option with the objective of resolving your complaint and we are confident that the majority of our customer's complaints are resolved satisfactorily. However, there will be instances when a resolution cannot be reached or a compromise cannot be negotiated for whatever reason, neither party is able to agree or move forward on an issue. These "deadlocked" situations can be referred to the arbitration service. Outsourcery are a member of Otelo, who are The Office of the Telecommunications Ombudsman, and act as an Alternative Dispute Resolution (ADR). Otelo will be able to consider your complaint if it has reached a "deadlock" situation or if it has been 8 weeks since you first made your complaint. Further information can be found at [www.otelo.org.uk](http://www.otelo.org.uk).

#### **Obtaining the Code of Practice**

This Code of Practice is published on our Web site at [www.outsourcery.co.uk](http://www.outsourcery.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer.

#### **Contact Details of Related Organisations Office of the Telecommunications Ombudsman (Otelo).**

Otelo has been established to operate as an ombudsman on behalf of consumers and small businesses. Its purpose is to receive, consider and potentially investigate complaints that for whatever reason may not have been resolved to a customer's satisfaction by "public communications providers". Otelo is independent and in certain circumstances will facilitate the resolution of such complaints or enforce decisions that it makes as a result of its investigations. This process is often referred to as "Alternative Dispute Resolution" (ADR). Otelo's services are free to consumers and small businesses.

Otelo  
PO Box 730  
Warrington  
WA4 6WU  
Telephone: 0845 050 1614 or 01925 430 049  
Email: [enquires@otelo.org.uk](mailto:enquires@otelo.org.uk)  
Web site: <http://www.otelo.org.uk>

### **PhonePayPlus**

PhonePayPlus is the industry-funded regulatory body for all premium rate charged telecommunication services (such as premium rate services whose telephone numbers are prefixed 090xx). PhonePayPlus investigates complaints and has the power to fine companies and bar access to services. Further information about PhonePayPlus can be found at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk).

PhonePayPlus Limited  
Clove Building  
4 Maguire Street  
London  
SE1 2NQ  
Telephone: 0800 500 212  
Fax: 020 7940 7456  
Web site: <http://www.phonepayplus.org.uk/>

### **Data Protection**

We may retain customer information for a reasonable period of time for marketing purposes and may contact customers to inform them of new developments, special offers or additional products and services. If you do not wish to receive Outsourcery marketing communications, please write to us at the following address:

Complaints Manager  
Customer Care Department  
Outsourcery  
Waterfold Park  
Bury  
BL9 7BJ