

CODE OF PRACTICE REGARDING COMPLAINT HANDLING FOR SMALL BUSINESS CUSTOMERS

This code is intended for the benefit of all TIC small business customers who may wish to make a complaint. It provides information on how to contact us, the products and services we offer and your rights and obligations.

How to contact us

Telephone	08702 430 980
Fax	08712 30 3933
E-Mail	sales@tic-coms.com
Web site	www.tic-coms.com

If you would prefer to write to us our address is:

TIC
43 Temple Row
Birmingham
B2 5LS

Our commitment to you

TIC is committed to giving you the highest quality of services. We make every reasonable effort to supply the services that satisfy your requirements.

Our products and services

- Telephone systems and equipment
- System maintenance – in order to provide maximum service for the life of your telephone system our contracts normally cover for 7 years and are renewable beyond this time subject to the agreement of both parties.
- Lines & calls – TIC delivers to you telecommunications services provided by BT Wholesale and other major carriers and our contracts are normally for 5 years. Due to the highly competitive nature of the telecoms industry our tariffs are constantly changing. Tariffs are available upon request. We provide single and multi line PSTN lines, ISDN2 circuits, ISDN30 circuits, carrier pre selection and broadband services.
- Cellular phones – TIC are able to offer the full range of mobile providers.

Cancellation of service

Please note that our services are subject to a minimum contract period and therefore you may be charged an early termination fee should you terminate the contract before the end of the minimum term. Full Terms & Conditions are on the back of the contracts.

Billing & payment terms

Invoices relating to calls and lines are invoiced on or around the 10th of every month our main payment option is Direct Debit however in a small case of customers payment by cheque is allowed on the condition that TIC are in receipt of payment no later than 14 days from date of invoice. Should we not receive payment within 14 days you shall be contacted by one of our customer service team advising you of the outstanding balance allowing 7 days for the invoice to be settled. If the invoice remains unpaid then your lines will be disconnected and you will be unable to dial out or receive calls. Once your unpaid account is settled then your lines can be reconnected; however please note that there will be reconnection charge.

Invoices relating to maintenance are invoiced annually in advance. Other invoices are either paid by Direct Debit or by cheque. Should we not receive payment by the allocated date then a reminder letter will be sent; after a further 7 days a final reminder letter will be sent. If after 7 days the invoice still remains unpaid the issue will be passed on to our legal team.

Complaints

No organisation can be free of all problems and we may occasionally fail to meet our normal expected standards. If, as a customer, you are unhappy with our service, please let us know so that we can settle the issue as quickly and smoothly as possible. In the event that our customer service team are not able to resolve the complaint please write to address on the first page stating your complaint.

In the unlikely event that TIC is unable to resolve the complaint you are able to lodge your complaint with CISAS who TIC are subscribed to.

CISAS
12 Bloomsbury Square
London
WC1A 2LP

Telephone 020 7421 7444
E-Mail info@arbitrators.org

