

RESOUND LTD Codes of Practice

Code of Practice on Complaint Handling and Dispute Resolution for Small Business Customers

Introduction to our company and services

RESOUND LTD is an independent company that delivers communications services to business customers throughout the United Kingdom. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any deficiencies with their services are resolved promptly.

Purpose of this Code of Practice

The code informs you about our products, services, and customer care policies. Our code of practice on complain handling and dispute resolution has been approved by Ofcom, the independent regulator for the UK communications industries for the purpose of section 52 of the Communications act 2003. This code of practice is published on our web site: www.resound.co.uk. Additional copies are available and free of charge to any small business customer. It is also available in alternative formats, e.g. larger print.

How to contact us

Please contact our Customer Service Team, from 0900 until 1700 each weekday

By phone:	01844-292346
By e-mail:	mail@resound.co.uk
By fax:	01844-292860
By letter:	Resound Ltd, Parkway House, Haddenham Business Park, Thame Road, Haddenham, Buckinghamshire, HP17 8LJ
Website:	www.resound.co.uk
Emergency support only:	Out of business hours call 01844-292346

Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale provider(s), we choose those providers carefully to ensure that you get a high quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

Our products and services

- Business two-way radio mobile radio services
- Flashpointer – Data connection to Radio -Text Display
- Callpointer – Telephone connection to Radio
- Taskpointer – Free Text connection to Radio
- Automatic Vehicle Location systems – GPS and mapping
- Automatic Handportable location systems for on-site use
- Common Base Station services

www.resound.co.uk

Resound Limited, Resound House, Anglo Business Park, Smeaton Close, Aylesbury, United Kingdom HP19 8UP
T: +44 (0)1296 330568 | F: +44 (0)1296 420159 | mail@resound.co.uk
Registered in England no. 2673983 and for VAT no. 596204915



- Trunked Mobile Radio networks - nationwide
- Wide area and local paging services
- Equipment maintenance and support
- Software writing and programming services
- Consultancy and Licensing services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 01844-292346.

Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, www.cap.org.uk

Terms and conditions

We provide all equipment and services against our Standard Term and Conditions of supply and the key points are specified on our quotations.

When you subscribe to a service from Resound Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 01844-292346. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is shown on the contract document. We aim to provide services within the agreed delivery period shown on the official quotation and/or contract document, subject to the availability and installation of any equipment and, where appropriate facilities are available at your premises. If we need to carry out a survey of your premises or provide additional facilities we will advise you of the revised costs and timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement for standard products before we have provided the products or services, you may do so without charge within seven working days after your order is placed. After seven working days we will charge you an administration fee as set out in your contract. Should you wish to terminate your contract after ten working days of placing the order, but within the minimum term of twelve months, we will charge you Early Termination Fees as set out in your contract. After the minimum contract term has elapsed you can cancel any service by calling our Customer Service Helpdesk on 01296 330568 giving us 3 months notice.

Faults and repairs

Please call our Service Department on 01844-292346 if you experience a fault with any of our equipment or services. We aim to have this investigated and repaired, within 48 hours for fixed items and within 5 working days for portable items. This applies during the working week.

Compensation and refund policy

Our policy is to replace faulty items or refund payment at the discretion of the Directors.

Compensation is at the discretion of the Directors, and claims will only be considered in writing.

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Price lists

Our pricing structure is available from our Customer Service Team on 01844-292346.

Billing

We will normally bill you for rental services on a quarterly basis (or monthly if agreed in writing) and the preferred method is by electronic transfer. If you wish to change your method of payment at any time, please call our Customer Service Team 01844 292346.

We provide trunked radio airtime at flat rate as detailed in our standard contract documentation

If you have difficulty paying your bill, please contact us on 01844-292346 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However despite our best efforts, things can go wrong. We take customer complaints very seriously and we aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team on 01844-292346. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing: Resound Ltd, Parkway House, Haddenham Business Park, Thame Road, Haddenham, Buckinghamshire, HP17 8LJ

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times.

If your complaint is not resolved to your satisfaction, you can take it further within our company and ultimately to the Managing Director at the above address. If we cannot resolve the problem, we will write to you and say so.

If your complaint has been outstanding for more than 3 months or you have received a letter from us saying that your complaint has reached "deadlock" then you may ask for help from Cisas 24 Angel Gate City Road London EC1V 2PT Tel: 0845 1308 170 e-mail: info@cisas.org.uk Website www.cisas.org.uk

CISAS is an independent organisation which is approved by Ofcom to provide alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communication providers and their business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

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Nuisance Calls

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 01844-292346 to report the incident, and for information on how to deal with this situation.

Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer the following additional services for customers, who may have a disability, including:

- Priority access to the Customer Service Team 01844-292346
- Priority fault repair and assistance

Copies of this Code are available in larger print on request.

Data protection

We comply fully with our obligations under the Data Protection Act 1998

Useful addresses

CISAS 24 Angel Gate City Road London EC1V 2PT Tel: 0845 1308 170 or 0207 520 3827 e-mail: info@cisas.org.uk Website www.cisas.org.uk

PhonepayPlus (formerly ICSTIS) Clove Building, 4 Maguire Street, London, SE1 2NQ Tel: 0800 500 212 or 020 7940 7474 Web site: www.icstis.org.uk

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 333 email: contact@ofcom.org.uk Web site: www.ofcom.org.uk

Federation of Communication Services (FCS), Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 www.fcs.org.uk

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