

# Code of Practice Regarding Complaints

## Introduction to our Company and Services

NodeMax Limited is a privately owned company that provides UK telephone numbers, inbound call services and Voice over IP services to business customers.

## Purpose of this Code of Practice

This code of practice informs you about our products, services and customer care policies and has been approved by Ofcom, the independent regulator for the UK communications industry.

## Contact Details

**Tel:** 0800 680 9000 or 0203 390 9000 from 09:00 to 17.00 Monday to Friday.

**Email:** [support@tndw.co.uk](mailto:support@tndw.co.uk)

**Web site:** [www.tndw.co.uk](http://www.tndw.co.uk)

**Facsimile:** 0845 387 9000

**In Writing::** NodeMax Limited, Glenwood, Nathans Lane, Chelmsford, Essex CM1 3RF.

## Terms and conditions

NodeMax provides terms and conditions which are available on our website and also on request from our support department. Please email [support@tndw.co.uk](mailto:support@tndw.co.uk).

Most of our products and services are delivered and made live at the time of ordering when using our Web Site and we aim to provide other services within 1-2 working days of receiving an order. Orders for Advanced Routing Features and IVR Applications can take up to 2 working days to set up.

## Range of Products and Services

- Non Geographic Telephone Numbers
- Geographic Telephone Numbers
- Freephone Telephone Numbers
- Personal / Follow Me Telephone Numbers
- Premium Rate Telephone Numbers
- Number Translation Services and Call Routing
- Advanced IVR Services

## Cancellation

If you wish to cancel your service with NodeMax Ltd you can usually do this immediately by phone, in writing or by e-mail using the above contact details. You may do so without charge within 7 working days after your order is placed. After 7 Working days we will charge you an administration fee of £25.00. If you wish to terminate your contract within the minimum term of 12 months, we will also charge you the remaining rental of the 12 month contract. Our contact details and office hours are given above.

Some services take a little time to cancel, as they require us to work with special industry processes. 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we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn.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.

After the minimum term you can cancel any service by writing to our Customer Service department at NodeMax Limited, Glenwood, Nathans Lane, Chelmsford, Essex, CM1 3RF. giving us 1 months' notice.

## **Faults and repairs**

Faults can be reported free of charge, 24 hours a day. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday to Friday from 9.00 am to 5.00pm, excluding bank holidays).

Faults can occur on the NodeMax 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.

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 one of the following numbers.

BT residential customers call 0800 800 151  
BT Business customers call 0800 800 154

Please call our Customer Service Team on 0800 680 9000 or 0203 390 9000 if you experience a fault with any of our services. We aim to have this investigated and repaired within 2 working days.

## **Compensation and refund policy**

Our policy with regard to compensation and refunds is to review each case on its merits. If a customer has overpaid or has been overcharged then we will either credit the customers account or make a refund.

## **Price lists**

Our pricing structure and services can be found on our web site, by emailing [sales@tndw.co.uk](mailto:sales@tndw.co.uk) or by calling us on 0800 387 9000 or 0203 390 9000.

## **Billing**

NodeMax Operates a Pre-Pay policy for all products and services.

We are able to take payment via our Web Site or by Bank Transfer. We do not accept payment by cheque.

Customers can get a copy of invoices through our web based control panel at any time and we provide itemised billing for call charges.

## **If you are moving home or office**

You can change your address details at any time by logging in to our web based customer control panel and selecting the 'Change Details' link or by calling us on 0800 680 9000 or 0203 390 9000.

## **Number porting**

NodeMax is able to offer number portability. This means that if you move your service from BT or other operator to NodeMax you are allowed to keep you existing phone number. This means that you do not need to notify your contacts of a number change. It normally takes between 4 and 7 days to transfer a number. This facility may not be available in your area.

If you would like more information please call our customer service advisers on free phone 0800 387 9000.

For more information, please call our Customer Service Team on 0800 387 9000 or 0203 390 9000.

### **If you are not satisfied with NodeMax's Service**

We are committed to providing you with the best value telecommunications service in the UK. 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 call 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. 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.

If your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from Otelo - Office of the Telecommunications Ombudsman.

The Ombudsman will want to ensure that you have followed this process through before contacting them. If this is not evident the Ombudsman is likely to refer the matter back to NodeMax for resolution.

Otelo is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services have been set up to sort out disputes between communications providers and their consumer and small 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.

#### **Otelo**

PO Box 730  
Warrington  
Cheshire  
WA4 6WU

Telephone: 01925 430049 or 0845 050 1614

Web site: [www.otelo.org.uk](http://www.otelo.org.uk)

Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

### **Statement of Ethical and Social responsibility**

We take fraud, deception, theft, nuisance calls and malicious communications very seriously and work closely with the police and others authorities.

If you have been a victim of any of these activities then please call us on 0800 387 9000 or 0203 390 9000 to report the incident and for information on how to deal with this situation.

### **Data protection**

NodeMax 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 NodeMax's products and services but these details will not be passed to any other organisations for marketing purposes.

In some circumstances we may supply information to organisations such as the police 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 NodeMax holds on you, you can obtain this by writing to us.

Please write the following address.  
Data Protection Manager  
NodeMax Limited  
75 Springfield Road  
Chelmsford  
Essex  
CM2 6JB

We take the privacy of our customers and visitors very seriously and comply fully with our obligations under the Data Protection Act 1998.

Our Data Protection Registration number is Z1518297 and can be viewed by visiting the Information Commissioner's Office web site.

### **Code of Practice availability**

Copies of this Code of Practice are available upon request by calling us on 0800 387 9000 or 0203 390 9000, by emailing [support@tndw.co.uk](mailto:support@tndw.co.uk) or by downloading the document from our web site - [Download Code of Practice PDF document](#).

### **Ofcom**

Ofcom is the independent regulator and competition authority for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services.

### **Premium Rate Services**

PhonepayPlus- the premium rate services regulator

PhonepayPlus is the industry-funded regulatory body for all premium rate charged telecommunications services. They regulate premium rate services in their entirety - their content, promotion and overall operation - through the PPP code of practice. PPP's role is to prevent consumer harm.

PhonepayPlus investigates complaints about the promotion and operation of services which involve the use of a telephone connection via a premium rate number. This includes services available on a variety of mediums such as voice (telephone), fax, Internet, mobile phone SMS and interactive TV. The potential content of these services is virtually endless.

PhonepayPlus regulates any service/promotion that is operating on one of the following number ranges: numbers beginning with 090 or 091; directory enquiry (DQ) services operating on numbers beginning with 118; and reverse-billed SMS (you are charged for the receipt of messages) containing content operating on shortcodes. Shortcodes have 4 or 5 digits and start with either 8, 6 or 2.

PPP has the power to fine companies and bar access to services if their code of practice is breached. PPP can also bar the individual(s) behind a company from running any other premium rate services under any company name on any telephone network for a defined period.

PPP can deal with lesser problems by issuing formal reprimands or ordering companies to come to us for prior approval.

Their service is free to consumers and fully independent.

### **How to complain to PhonePayPlus**

If you think a particular service falls within PhonepayPlus's remit, you can submit a complaint to them. There are a variety of ways to submit your complaint but before you do, we recommend that you visit their online number checking facility for instant information about the number in question. After that, please use one of the following methods: if you have a hard copy of the

promotion in question (i.e. a page from a magazine), please supply your complaint in writing with a copy of the promotion to: PhonepayPlus, Freepost, WC5468, London SE1 2BR by using their online complaint form by calling their free helpline on 0800 500 212 between the hours of 8.00am and 8.00pm, Monday to Friday.

### **Useful addresses:**

#### **Ofcom**

Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

Telephone: 020 7981 3040  
Web site: [www.ofcom.org.uk](http://www.ofcom.org.uk)  
Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

#### **PhonepayPlus**

Clove Building  
4 Maguire Street  
London  
SE1 2NQ

Telephone: 020 7940 7474  
Web site: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

#### **Otelo**

PO Box 730  
Warrington  
Cheshire  
WA4 6WU

Telephone: 01925 430870  
Web site: [www.otelo.org.uk](http://www.otelo.org.uk)  
Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

#### **Federation of Communications Services (FCS)**

Burnhill Business Centre  
Provident House  
Burrell Row  
Beckenham  
Kent  
BR3 1AT

Telephone: 020 8249 6363