



# Code of Practice

## Introduction

Utility Options Ltd provides telecommunication services to small and medium sized businesses.

## The purpose of this Code

This Code is designed to inform you of our products and services, and customer care policy, including the handling of complaints and dispute resolution. You can obtain this Code of Practice from our website [www.utility-options.co.uk](http://www.utility-options.co.uk), or by contacting us using the details below. If you require a copy of the Code in an alternative format, such as Braille or large print, please let us know.

## Contact details

You can contact us by post at the following address:

Utility Options Ltd  
Gateway House  
78 Northgate Street  
Chester  
CH1 2HR

You can call us free of charge on **0800 195 0123**

You can fax us free of charge on **0800 195 8532**

You can send an email to [telecoms@utility-options.co.uk](mailto:telecoms@utility-options.co.uk)

You can visit our website at [www.utility-options.co.uk](http://www.utility-options.co.uk)

## Services

We provide:

- Analogue lines (single and multiline)
- Digital lines (ISDN2 and ISDN30)
- Network services
- Call routing via Carrier Pre-Selection (CPS)
- Number Translation Services (0800, 0845, 0870 numbers etc)
- Broadband (ADSL)
- Leased lines and MPLS

To order any of the above services, or discuss your requirements, please contact us using one of the methods outlined above.

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## Pricing

We provide many services, and with prices change constantly it would be impossible to list them all here. To obtain pricing on specific products, please contact us using one of the methods above.

## Billing

We bill monthly, and payment by Direct Debit is required. Bills are sent via email. We take our responsibility to the environment very seriously, and discourage paper billing wherever possible. If you would like to be billed by post, there would be an additional monthly charge of £2.50.

## Terms & Conditions

Terms and conditions are provided when ordering our services. Please note that individual services, such as broadband, may have additional terms and conditions. If you are unsure, please contact us using one of the above methods.

To obtain our standard terms and conditions, or specific terms and conditions for your product, please contact us using one of the above methods, or visit our website at [www.utility-options.co.uk](http://www.utility-options.co.uk)

## Contract Length and cancellation

Our minimum contract length is usually 12 months, though this can vary depending on the exact product. To find out the contract length for a product, or to check your current contract status, please contact us using one of the above methods.

To cancel our service, please write to us at the above address, or send an email to [telecoms@utility-options.co.uk](mailto:telecoms@utility-options.co.uk). If you cancel during the minimum contract length, we may charge an early termination fee. After the minimum contract period, you can cancel our service by giving 30 days notice in writing.

## Compensation and refunds

Compensation and refunds are handled on a case-by-case basis.

## Complaints

Customer service is one of our highest priorities, and we take any complaints very seriously. If you don't think we've done something right, please let us know so we can improve our service for everyone.

If you have a complaint, please call us on **0800 195 0123** or send an email to [complaints@utility-options.co.uk](mailto:complaints@utility-options.co.uk). We will aim to resolve any issues to your satisfaction.

If you do not think a complaint is being handled properly or quickly enough, please ask for the complaint to be escalated to Director level.

If we cannot resolve a complaint to your satisfaction, we will issue a deadlock letter. You will then be able to approach Otelo, our Alternative Dispute Resolution (ADR) service. You can also make a direct approach to Otelo, without the need for a deadlock letter, if your complaint with us has not been resolved within 3 months.

If you have a complaint, please **do not** contact Otelo in the first instance, as they will be unable to help.

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You can contact Otelo by post at the following address:

Otelo  
PO Box 730  
Warrington  
WA4 6WU

You can call Otelo on **0845 050 1614** or **01925 430049**

You can send an e-mail to Otelo via **enquiries@otelo.org.uk**

Otelo's website is **www.otelo.org.uk**

## **Other useful contacts**

### **Ofcom**

Ofcom is the communications regulator, and can be contacted at the following address:

Ofcom  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

For advice or to complain to Ofcom, please call **020 7981 3040**

Their Welsh language contact number is **020 7981 3042**

Visit their website at **www.ofcom.org.uk**

### **PhonepayPlus (formerly ICSTIS)**

PhonepayPlus regulates premium rate numbers, helplines, TV voting etc, and can be contacted at the following address:

PhonepayPlus  
Clove Building  
4 Maguire Street  
London  
SE1 2NQ

For information on who owns a premium rate number, go to their online number checking service at **<http://www.phonepayplus.org.uk/numberchecker/>**

For further assistance, call their Contact Centre on **0800 500 212**