

Code of Practice

Rainbow Telecom Code of Practice

1. Who We Are

Rainbow Telecom is the trading name for TSI (Ireland) Ltd who offer voice and data services to residential and business customers throughout the UK, both directly to end-users through its Direct Sales channel and indirectly through its Dealer channel.

2. Our Customers

Rainbow Telecom understands that customer satisfaction is the most important part of our business. Our company values are based on this. That is why our people are here to make sure that you get what you want, when you want it. Whether you need new services, to check on the progress of a service enhancement, require new number ranges, or revise your service level agreements, we will do our best to meet your requirements to your satisfaction.

Rainbow Telecom values its customers and aims for the highest standards of account management and customer service. By investing in our people and in systems to support our customer care activity and by continually developing our services, we will deliver the best in customer care and stay ahead of our competitors. We have developed this Code of Practice to reflect our approach to customer service and to give existing and future customers an overview of our company and the services we provide.

3. Useful Contact Details

3.1 How to contact us

*General Contact Information

Telephone – 028 9037 9000

Fax – 028 9037 9001

E-mail – info@rainbowtele.com

* Customer Care

For customer service enquiries, please call our Customer Care line on Freephone 0800 018 8082 which is open 9.00am to 5.30pm Monday to Friday (excluding public holidays).



If you would prefer to write to us instead, please address your letter to:

Customer Care Director
Rainbow Telecom
Rainbow Telecom House
286 Ballygowan Road
Belfast
BT23 6BL

3.2 Other Organisations

Office of Communications (Ofcom)

Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Phone: 020 7981 3000

Fax: 020 7981 3333

E-mail: contact@ofcom.gov.uk

Website: www.ofcom.gov.uk

Ofcom is the main regulator for the UK telecommunications industry.

Office of the Telecommunications Ombudsman (Otel0)

Wilderspool Park
Greenall's Avenue
Barrington
WA4 6HL

Lo-call rate phone number: 0845 050 1614

Fax: 01925 430059

E-mail: enquiries@otelo.org.uk

Otel0 resolves disputes between member operators and their residential and small business customers. Rainbow Telecom is a member of Otel0.

The Independent committee for the supervision of Standards of Telephone Information Services (ICSTIS)

4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

Phone: 020 7940 7474 (9.00am – 5.00pm, Monday to Friday)

Fax: 020 7940 7456

ICSTIS regulates Premium Rate Services (numbers commencing with 09).



4. Our Products

Rainbow Telecom provides a wide range of communications services falling into two broad categories:

Voice Services

Examples of these services include indirect phone services, number translation services, premium rate services, managed private branch exchanges (PBX), Analogue lines (PSTN) and digital lines (ISDN).

Data Services

Examples of these services include managed firewalls, hosting services, frame relay technology, leased lines, broadband services (ADSL and fixed wireless access) and dedicated and fully managed point-to-point connections (LAN Speed).

We provide many more communications services than the examples listed above. For a full list of our services, please visit our website (www.rainbowtele.com) or contact our Customer Care Department (please see contact details above under Section 3).

5. Customer Services

Customer satisfaction is the most important part of our business. We describe here in some greater detail our approach to our customers and the kind of customer services we offer. If you have any questions or need any further information, you are welcome to contact our Customer Care Department (please see contact details above under Section 3).

5.1 Cancellation of Service

Rainbow Telecom has a number of cancellation periods that are type specific to the particular service the customer is hoping to cancel. Details of termination periods and terms can be obtained by ringing our Customer Care Department (please see contact details above under Section 3). Customers should note that most contracts held with the company are subject to a minimum term. (Terms and Conditions apply).

5.2 Faults and Repairs

We aim to fix the fault and restore full service within a standard response time of 8 working hours from when you notify us of a fault on our service. This is a target time which means that we do not offer any compensation if we fail to meet this target unless we have specifically agreed with you that such compensation shall be payable.

We also offer additional service level agreements which are agreed separately with our customers. These service level agreements are tailor-made to correspond to individual customer's needs. You can obtain additional information by contacting our Customer Care Department (please see contact details above under Section 3).

5.3 Price Tariffs

Our up-to-date standard price tariffs, including details of standard discounts and special and targeted tariff schemes, are available from your Rainbow Telecom Account Manager on telephone number 0800 018 8082. You can also obtain a copy of this information by contacting our Customer Care Department (please see contact details above under Section 3).

5.4 Billing and Payment

Rainbow Telecom has standard terms and conditions for the payment of all the services that we offer. Least Cost Routing bills must be paid within 14 days of invoice date. For more detailed information please contact our Customer Care Department (please see contact details above under Section 3). We accept the following methods of payment: Direct Debit, BACS, Cheques, Credit Cards and Cash, although for some services or tariffs, we may require direct debit and/or other security. We are able to provide fully itemised bills to customers who request this in advance.

5.5 Disconnection Policy

We want to help our customers to manage and pay their bills from us. Our measures in this area include;

- Promoting good customer service
- Encouraging prompt and full payment of bills
- Minimising debt and disconnections due to non-payment of bills
- Strengthening our customers awareness of our company procedures in this area.

It is our intention to help, to the best of our ability, customers with payment difficulties, as well as to explain the actions we will have to take if our bills are not paid in full and on time.

5.6 Complaint Handling & Dispute Resolution

We have a process in place for responding to customer complaints which is described in a separate document called "Rainbow Telecom Customer Complaints Procedures". You can find this procedure on our web site www.rainbowtele.com or request a copy from our Customer Care Department (please see contact details above under Section3).

6. Customer Rights and Obligations

6.1 Number Portability

We may be able to port your number to and from other operators subject to technical availability. We may charge you for porting a number.

6.2 Data Protection

Rainbow Telecom and its associated companies are fully registered under the Data Protection Act (1998). We may use your personal information together with other information for providing telecommunications services, marketing, administration and training. We may disclose your information to our affiliated companies, service providers and agents for these purposes. We may also keep your information for a reasonable period of time for marketing purposes in order to contact you about our services. You can choose not to receive such marketing material at any time by notifying our Data Protection Officer in writing (see contact details below). Occasionally the marketing material concerns the provision of services by third parties. Rainbow Telecom also performs some processing of personal data required for commercial purposes (for instance, credit worthiness checks).

If you want to write to our Data Protection Officer, please use the following address:

Data Protection Officer
Rainbow Telecom
Rainbow Telecom House
286 Ballygowan Road
Belfast
BT23 6BL

6.3 Terms and Conditions

The terms and conditions describe the general legal and contractual obligations between our customers and Rainbow Telecom. The details of the terms and



conditions will vary depending on the kind of service we offer. The terms and conditions for all our standard retail services can be obtained by contacting your account manager. You can also request a copy from our Customer Care Department (please see details above under Section 3).

6.4 Statement of Social Responsibility

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, or suspect it, please call the Customer Care Department (please see details above under Section 3) to report the incident, and for information on how to deal with the situation.

6.5 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 are older or who may have a disability, including:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Copies of this code are available in larger print.

6.6 Call Barring

If you want to have a particular type of destination number barred so that it cannot be dialled from your phone, please contact our Customer Care Department (please see contact details above under Section 3).

6.7 Calling Line and Called Line Identity

It is possible, subject to carrier service and telephone system installed, to withhold the details of your number from the recipient of your call. However, customers should be aware that in certain cases we are legally obliged to pass details of your phone number on, for instance to the emergency services in cases of emergency.

7.0 Communication with Customers

7.1 Premium Rate Sources

The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS) regulates all Premium Rate Services (PRS). ICSTIS will be pleased to hear from you if you have a complaint about the way in which PRS numbers are advertised or provided, the transparency of the cost of the services or the number behind which they are provided, or the way in which information received via a PRS number has been presented during the calls concerned. You will find the contact details for ICSTIS in section 3.2 above. All calls to Premium Rate Service numbers are charged at a higher rate than normal local, national and regional calls. If your complaint involves a dispute over charges for these calls, please contact our Customer Care Department (please see above for contact details under Section 3). We will ensure that your concerns are looked into thoroughly and professionally. If we believe the call charges to be correct it may still be possible to obtain compensation from the Service Provider responsible for the PRS service involved via ICSTIS. Although PRS Service Providers are under no obligation to provide compensation for any calls other than those made to PRS numbers which provide a "live", non-recorder service, they will sometimes provide compensation on a voluntary basis for calls made to recorder information PRS numbers.

7.2 Copy of Code of Practice

You can obtain a copy of this Code of Practice from our web site (www.rainbowtele.com) or by contacting our Customer Care Department (please see contact details above under Section 3). We will make special arrangements on a case-by-case basis, including the availability of the Code of Practice by audio or in large print.

8.0 Status of this Code of Practice

This is not legally binding upon either yourself or Rainbow Telecom and as such cannot be relied upon in a court of law.

9.0 Approval and Review

This Code of Practice has been approved by Ofcom and will be reviewed and updated as and when required.

