

Sales Code of Practice

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Who we are

Kingston Communications has provided phone service since 1904 in the Hull and East Yorkshire area and have offices in Carr Lane, Hull, where we provide a Self-Service Customer Centre with access to assistance available if you require it. Our office opening hours are at the end of this Code.

What this Code is about

We hope you will find this Code helpful when you need general information about the way we sell our services or if you are having problems afterwards. The Code is aimed at residential and small business customers. We want to ensure that we sell our services responsibly and prevent any misunderstandings arising from information we give you.

In this Code we tell you what standards of service you can expect from our sales staff and tell you how to complain if you are not satisfied that we have worked within the Code.

Sales

Kingston Communications Sales personnel will behave in a courteous and professional manner at all times. You will not be harassed or pestered and the services we offer will be appropriate and relevant to your needs. Whether we contact you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently. If the contact is unwelcome please tell us and we will end the visit or phone call immediately. If you are dissatisfied you can choose to contact the person you spoke with directly, or alternatively speak with their line manager.

We select our personnel carefully and check what they tell us when they are employed. They are trained to a high standard and the training includes an understanding of this Code as well as product and prices. We check to make sure our sales personnel understand and fully comply with this Code.

Customer Contact

We will only visit between the hours of 08.00 to 20.00 and unless you have told us otherwise we will not telephone you outside the hours of 08.00 – 21.00.

Our representatives carry identification cards with their photographs so that you can check who they are. You can call us to check on this information by calling us on 01482 602555. If you tell us that the call is unwelcome we will end the visit.

We are particularly keen not to abuse the trust of vulnerable customers such as those whose first language is not English, the elderly or disabled. If you believe we have not maintained this trust please tell us by calling 01482 602555.

We will comply with the British Codes of Advertising and also ensure that our marketing literature is accurate, fair and unambiguous.

Contracts

We will explain the main details of the contract so that you understand it before you agree to enter into contract with us. The contract will show the services you have ordered, the cost of the standing charge, payment terms and the ways in which you can end the contract. We will also tell you about your right to cancel and how you can use that.

We will also write to you to confirm the date on which we will provide services to you and tell you what services are covered by your new contract.

The obligations placed on us, require us to publish a price list for our services that we provide in Hull and the surrounding areas and in respect of which we have been designated as having significant market power. You can see a copy of the price list at our Head Office, Carr Lane, Hull, during our normal opening hours. It is also available in the regulatory pages of our website at www.kingstoncommunications.co.uk/regulatory/.

Complaints

No organisation can be free of all problems and we may occasionally fail to meet our normal expected standards. If this happens, our complaints procedure will help you to complain.

Our Customer Relations Team will help you resolve complaints and you can contact them at the following address:

The Customer Relations Team
37 Carr Lane
Hull
HU1 3RE
Tel 01482 602555
Fax 01482 223366
custrel@kcom.com

We aim to resolve all complaints within 20 working days.

Independent help or advice may be available locally from the Trading Standards Department or Citizens Advice Bureau (please see the “Useful numbers” section in this Code). You can contact the Government watchdog Ofcom or one of its Special Advisory Committees on Telecommunications (details are given in the “Useful numbers” section). Please talk to us first, though, as we can often settle these issues during a phone call.

Alternative Dispute Resolution

We recognise that some complaints cannot be settled without the help of an outside, independent authority. You can take the case to a court where you are likely to have to appear in person and present your case. Alternatively you may wish to consider using the Telecommunications Ombudsman scheme that has been especially created for use in the communications industry. It is run by the Office of the Telecommunications Ombudsman, Otelo for short.

A complaint may be taken to Otelo if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

Otelo's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.

To find out how the service works and what it covers, please ask for a copy of Otelo's complaints booklet "two sides to every story" by phoning 0330 440 1614. The scheme is intended to facilitate a straightforward alternative to legal action.

Contact details are:

Otelo website: www.otelo.org.uk

Postal address: Otelo, PO Box 730, Warrington, WA4 6WU

Email address: enquiries@otelo.org.uk

Phone number: 0330 440 1614 or 01925 430049

Text phone number: 0854 051 1513 or 18001 01925 430886

Fax number: 0845 0501615 or 01925 430059

Communication with you

We have issued this Code after discussions with the Government-appointed industry watchdog, Ofcom.

It is available on our website and you can ask for a hard copy by calling us on 01482 602555. We can also arrange for large print and Braille copies to be made available to you.

Improving the Code

We hope you have found that this Code answers your questions or lets you know what you should do and who to contact.

If you have any suggestions about improving the Code, please let us have them.

Useful numbers

Office of Communications (Ofcom)



Riverside House
2A Southwark Bridge Road
London
SE1 9HA
Tel: 020 7981 3000

Kingston Upon Hull City Council
Trading Standards Advice Centre
Unit 2 Bond Street
Hull
HU1 3EN
Tel: 01482 300300

East Riding of Yorkshire Council
Consumer Protection
County Hall
Beverley
HU17 9BA
Tel: 01482 887700

Hull Council of Disabled People
35 Ferensway
Hull
HU2 8NA
Tel: 01482 326140

Citizens Advice Bureau
2 Charlotte Street Mews
Hull
HU1 3BQ
Tel: 01482 224608

Our office hours

Our main office address is 37 Carr Lane, Hull HU1 3RE where we have a self-service Customer Centre with access to assistance available if you require it.

We are open from 9 am to 5 pm from Monday to Saturday. These times do not include Sundays, public and bank holidays when our offices are closed. If we do not open on other days, we will issue a notice telling you of the changes.

Kingston Communications
37 Carr Lane
Hull
HU1 3RE

Tel 01482 602100
Fax 01482 223366