



Loop Voice and Data  
845 The Crescent  
Severalls Business Park  
Colchester  
Essex  
CO4 9YQ

## Code of Practice

The code informs you about our products, services, and customer care. These have been prepared in line with guidance published by Ofcom on 15 August 2003.

### **Our Commitment to you**

Whilst we may not provide all the component parts of our services we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), we chose 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.

### **How to contact us**

Please contact our Support Team or your Account Manager. They are available Monday to Friday between the hours of 9.00am to 5.30pm.

Telephone: 01206848090 option 1 – Support, option 2 - Sales

Email: [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk)

Post: 845 The Crescent, Severalls Business Park, Colchester, Essex, CO4 9YQ

### **Our Products and Services**

Fixed Line Voice Calls and Lines

On Premise and Hosted Telephone Systems

System Maintenance and Training

Managed Services

Data Connectivity

Mobile Voice Calls and Lines

Non-Geographic Numbers

Cabling

For more details on our products please contact our Sales Team on 01206848090 – option 2

### **Terms and Conditions**

Details of our Terms and Conditions will be set out in the documentation provided when you take up our services and can be found on our web site [www.loopvoiceanddata.co.uk](http://www.loopvoiceanddata.co.uk).



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If you are unsure about which terms apply to your contact please contact our support team on 01206848090 – option 1 or [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk)

### **Cancellation**

In the unlikely event that you wish to cancel the service we provide, you should write to us or email us at the address below telling us what you wish to cancel and when you wish it to be effective. There may be a charge for early termination of your contract and this will be explained to you. Early termination charges are set out in our Terms and Conditions documentation.

### **Complaints**

For details of our Customer Complaints Code please refer to documentation on our Web site. [www.loopvoiceanddata.co.uk](http://www.loopvoiceanddata.co.uk)

### **Prices and Tariffs**

Because there are so many different rates depending upon usage volumes and other separate negotiates criteria, and changes in tariffs are being updated constantly, it is not possible to publish a standard set of rates that would apply to all customers.

Your particular tariff can be obtained by emailing our Billing Team on [billing@loopvoiceanddata.co.uk](mailto:billing@loopvoiceanddata.co.uk)

### **Faults and Repairs**

If you experience a fault with any of our services please call our Support Team on 01206848090 – option 1.

### **Compensation and Refunds**

Our service provision to you is dependant upon the continued operation of the major networks, in particular Openreach. If service is lost for any reason we will claim compensation on your behalf at the scales appropriate to your particular network.

### **Billing**

Bills are usually sent on a monthly basis, but we may send you a bill at any time. Terms of payment will be detailed in our Terms and Conditions. Payments will be collected either by Direct Debit, Cheque or BACS. If you wish to change your method of payment at any time, please contact our accounts department on [billing@loopvoiceanddata.co.uk](mailto:billing@loopvoiceanddata.co.uk) or [accounts@loopvoiceanddata.co.uk](mailto:accounts@loopvoiceanddata.co.uk).

If you have difficulty in paying our bill, please contact our Accounts Department on 01206848090 – option 3 and we will try to arrange a different method of payment. We will do all we can to help our customers to manage their bills and avoid disconnection.

### **Data Protection**

We are registered with the Data Protection Agents to hold information necessary to supply services to our customers. Our registration number is ZA400645.