

## Sesui Limited

### **Part 1 - Code of Practice for Business Customers**

#### **Introduction to our company and services**

Sesui Limited is an independent company that delivers communications services to business customers. In the unlikely situation where we do not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

#### **Purpose of this Code of Practice**

This code informs you about our products, services, and customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is published on our website at [www.sesui.com](http://www.sesui.com). Additional copies are available on request and free of charge to any business customer.

#### **How to contact us**

##### **Please contact our Customer Support Team**

**By phone:** 03445 600600 Option 1  
(From 9am until 5pm Monday-Friday)

**By email:** [support@sesui.com](mailto:support@sesui.com)

**By fax:** 03445 600700

**By letter:** Sesui Ltd, Magdalen Centre, The Oxford Science Park, Oxford, OX4 4GA

**Website:** [www.sesui.com](http://www.sesui.com)

#### **Our Commitment to You**

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose 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.

#### **Our Products and Services**

- Landline calls
- CPS – Carrier Pre-Selection
- VoIP & IP telephony services
- Non-geographic numbers
- Intelligent Call Routing
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Support Team on 03445 600600

#### **Marketing**

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website [www.cap.org.uk](http://www.cap.org.uk)

#### **Terms and Conditions**

When you subscribe to a service from Sesui Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract / order form, if applicable. If you have any questions, please phone our Customer Support Team on 03445 600600. We may carry out a credit check as part of our assessment procedures.

Unless otherwise previously agreed, the minimum contract term for our services is 12 months. We aim to provide services within 10 working days of your original request, subject to the availability and installation of any equipment. We will inform you of any revised timescales as soon as we can.

### ***Cancellation***

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within ten working days after your order is placed. After ten working days we will charge you a reasonable administration fee.

If you wish to terminate your contract within the minimum term of 12 months, please call our Customer Support Helpdesk on 03445 600600. After the minimum term you can cancel any service by sending a cancellation request to [support@sesui.com](mailto:support@sesui.com), giving us 3 months' notice.

### ***Faults and Repairs***

Sesui provides a same working day response to any service affecting problem you may encounter. Please call our Customer Support Team on 03445 600600 or email [support@sesui.com](mailto:support@sesui.com) if you experience a fault with any of our services. We aim to have this investigated and repaired within 1-2 working days, according to the level of fault. Please refer to our SLA, available on request.

### ***Compensation and Refund Policy***

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 5 working days. Any refunds that are due will be credited to the next month's invoice. This compensation and refund clause also covers claims relating to number porting – please refer to the section titled Number Porting.

### ***Price lists***

Our pricing structure is available from our Customer Support Team on 03445 600600. We will write to you in advance, giving 30 days' notice, if we change the pricing structure on your products and services.

### ***Billing***

We will normally bill you monthly, except for some one-offs.

You can choose to pay us by cheque, BACS or transfer. If you wish to change your method of payment at any time, please call our Customer Support Team.

We can provide itemised bills as part of our service to you on request. Printed bills are available for a monthly fee. Please contact [support@sesui.com](mailto:support@sesui.com)

If you have difficulty paying your bill, please contact our Accounts on 03445 600600 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.

### ***Moving Home or Office***

Please call our Customer Support Team on 03445 600600 no later than 14 days before your move date. The earlier the notification the better. We will amend your service, account and billing requirements as necessary. A charge may be applicable.

### ***Number Porting***

Sesui recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us to, subject to the existence of porting arrangements between the parties and a confirmed porting date from your current provider. We will work with you to ensure that the services are switched over at a convenient and appropriate time, liaising with both you and your existing provider to align transfer requirements and releasing commitments. Sesui cannot take responsibility for any other communications providers actions involved in this process. For more information, please call our Customer Support Team on 03445 600600.

### ***Directory Entries***

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for your telephone numbers. If you do want your details included, please contact our Customer Support Team on 03445 600600. A charge may be applicable.

### **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Our Code of Practice on Complaint Handling and Dispute Resolution explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to Alternative Dispute Resolution. You can find a copy of our Complaints Code on our website at [www.sesui.com](http://www.sesui.com). Alternatively, copies are available free of charge and on request from our Customer Support Team on [support@sesui.com](mailto:support@sesui.com).

### **Nuisance Calls**

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, please call the Customer Support Team on 03445 600600 to report the incident and for information on how to deal with it.

### **Services for People with Special Needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability, including:

- Priority access to the Customer Support Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill
- Copies of bills in large print.

Copies of this Code are available in larger print.

### **Data Protection**

We comply fully with our obligations under the Data Protection Act 1998.

## **Part 2 – Code of Practice for Premium Rate Services and Number Translation Service Calls**

### **Purpose of this Code of Practice**

This code informs you, our business customers, about our policies on providing information about Premium Rate Service (PRS) and Number Translation Service (NTS) calls and on our charging policy for calls to PRS and NTS numbers.

### **Unbundled Tariff Numbers**

Unbundled Tariff Numbers are non geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill. You will see the Service Charge advertised by the company providing the service alongside the number. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT).

The Access Charge is retained by us, your phone company. Our Access Charge for calling Unbundled Tariff numbers is per your contract. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges are/are not included in your monthly call minutes allowance.

### **Personal Numbers**

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are/are not included in your monthly call minutes allowance.

### **Controlled Premium Rate Services**

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Typical services include TV votelines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can use call barring to restrict access to "09" numbers. Please call our Customer Support Team on 03445 600600 for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at [www.psauthority.org.uk](http://www.psauthority.org.uk) to check PRS numbers direct and find contact details for the company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the "Useful addresses" section below.

### **Number Translation Services**

Number translation services (NTS) are based on numbers that are normally pre-fixed "08". For example, 0800 and 0808 are used to provide freephone services (some freephone services are also provided on 0500 numbers). Numbers starting 084 are normally used for customer service helplines. 087 numbers are used for information services, technical helplines and telephone banking. They are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services. Numbers starting 087 are also designated as Premium Rate numbers and subject to PRS regulation when they cost 7p per minute or more. Personal numbers prefixed 070 are also used for providing NTS such as "follow me" type services.

Charges for calling services on NTS numbers are made up of two parts, a service charge and an access charge and the total is added to your telephone bill. You will see the service charge advertised by the company providing the service alongside the number and this can range from free up to 13p per minute or per call (including VAT). The access charge is kept by us, your phone company. Our access charge for calling these services is shown in our price list, which is available on request from our Customer Services Team and via our website. We can also give you a factsheet on NTS.

If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact Nick Foskitt on 03445 607607 or email [nick@sesui.com](mailto:nick@sesui.com) who has responsibility for compliance with our code of practice for PRS and NTS. You may also complain using the complaints procedure set out in our complaints code including, ultimately, referring your complaint to Ombudsman Services.

### **Internet diallers**

If you use the Internet, it is possible for software to be placed on your computer without you knowing - using the same methods as for computer viruses. This type of software (known as Internet or rogue diallers) can then make calls to PRS and NTS numbers without your knowledge. Software is available to detect this activity and we can help you to access this - please contact our Customer Services Team for details. Phone-paid Services Authority has been given responsibility for policing this type of activity and you can contact them via [www.psauthority.org.uk](http://www.psauthority.org.uk) to ask for help or to report examples of this type of abuse. For other ways to contact Phone-paid Services Authority, see the "Useful Addresses" section below. We can also help by barring calls to 09 numbers.

### **The Telephone Preference Service**

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0845 070 0707.

## Useful Addresses

### The Ombudsman Services

3300 Daresbury Park, Halton, Cheshire, WA4 4HS

T: 0330 440 1614

E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### Ofcom

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

T: 020 7981 3040 or 0300 123 3333

E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### Phonepaid Services Authority

40 Bank Street, London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### Telephone Preference Service

DMA House, 70 Margaret Street, London, W1W 8SS

T: 0345 070 0707

E: [tps@dma.org.uk](mailto:tps@dma.org.uk)

W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

### Federation of Communication Services (FCS)

The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF

T: 020 7186 5432

E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)

W: [www.fcs.org.uk](http://www.fcs.org.uk)



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