

## Consumer Code of Practice

### *Introduction to our company and services*

EEMITS COMMUNICATIONS LTD is an independent company that delivers communications services to domestic and business customers. While we may 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. Our code has been approved by Ofcom, the independent regulator for the UK communications industries for the purposes of section 52 of the Communications Act 2003. This code of practice is published on our website at [www.eemits.co.uk/code-of-practice.asp](http://www.eemits.co.uk/code-of-practice.asp). It is also available in larger print.

### *How to contact us*

Please contact our Customer Service Team:

**By phone:** 01642 566661 From 9am until 5pm Monday-Friday, excluding public holidays.  
**By e-mail:** [info@eemits.co.uk](mailto:info@eemits.co.uk)  
**By fax:** 01642 566662  
**By letter:** EEMITS COMMUNICATIONS LTD, 6 Alvis Court, Cowpen Industrial Estate, Billingham, Cleveland, TS23 4JG.  
**Website** [www.eemits.co.uk](http://www.eemits.co.uk)

### *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*

- Public/private/business two-way radio mobile radio services/ Common Base Station Services
- Equipment and maintenance service

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 01642 566661.

### *Marketing*

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

## ***Terms and conditions***

When you subscribe to a service from EEMITS COMMUNICATIONS LTD, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 01642 566661. We may carry out a credit check as part of our assessment procedures.

The minimum contract term for our services is 12 months. We aim to provide services within five working days of your original request, subject to the availability and installation of any equipment and, where appropriate, lines to your premises. If we need to carry out a survey of your premises or lay additional cabling, we will inform you of the 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 an administration fee as set out in your contract. If you wish to terminate your contract within the minimum term of 12 months, we will charge you the remaining value of the contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 01642 566661, giving us 3 months' notice. An administration fee as set out in your contract will be levied on units re-subscribed to the service following a disconnection through non-payment.

## ***Faults and repairs***

Please call our Fault Service Team on 01642 566661 if you experience a fault with any of our services. We aim to have this investigated and repaired within 5 working days.

## ***Compensation and refund policy***

Our policy is should the Common Base station service become unserviceable due to equipment failure, after 3 working days charges would be suspended until such a time the service becomes operational again.

## ***Price lists***

Our pricing structure is available from our Customer Service Team on 01642 566661 and on our website [www.eemits.co.uk](http://www.eemits.co.uk) We will write to you in advance if we change the pricing structure on your products and services.

## ***Billing***

We will bill you weekly, monthly, quarterly or annually.

You can choose to pay us via a range of options including credit card, cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team 01642 566661

We provide airtime at flat rate as part of our service to you.

If you have difficulty paying your bill, please contact us on 01642 566661 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

### ***If you are moving home or office***

Please call our Customer Service Team on 01642 566661 no later than 7 working days before your move date. We will amend your account and billing requirements as necessary.

### ***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 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.eemits.co.uk](http://www.eemits.co.uk). Alternatively, copies are available free of charge and on request from our Customer Service Team on 01642 566661.

### ***Nuisance Calls***

We take very seriously the problem of nuisance calls and malicious communications. 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 Service Team on 01642 566661 to report the incident and for information on how to deal with this situation.

### ***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 older or who may have a disability, including copies of bills in large print, on computer disc for customers who have difficulty reading their bill

Copies of this Code are available in larger print and other formats on request

### ***Data protection***

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

*Useful addresses:*

**Otelo** – PO Box 730, Warrington, Cheshire, WA4 6WU. Tel: 01925 430870 or 0845 050 1614  
e-mail: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk) Website: [www.otelo.org.uk](http://www.otelo.org.uk)

**Ofcom** - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0300 123 3333 or  
020 7981 3040 e-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk) Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

**PhonepayPlus**(Formerly ICSTIS), Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800  
500212 or 020 7520 3827 Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

**Federation of Communication Services (FCS)**, Burnhill Business Centre, Provident House, Burrell  
Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363 e-mail: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk) Website: [www.fcs.org.uk](http://www.fcs.org.uk)

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