



1. Contact Information

OUR CODE OF PRACTICE

Contact Details

Should you, for any reason, wish to contact us about the following code of practice, please contact our compliance manager, who will make sure we work in compliance with all areas of this code, using the details below:

Address:

The Calls Warehouse
The Junction
Salford Quays
Manchester
M50 3SG

Direct Line:

0800 470 0144

Email:

accountmanagers@thecallswarehouse.com

2. Sales, Marketing, Advertising & Promotion

This code shall apply to all instances where The Calls Warehouse is involved in the sale or marketing of their Fixed Line Telecommunication Services to business customers. Regardless of how our sales and marketing activities are conducted, we will act responsibly and in compliance with this code.

It is acknowledged that some customers may not wish to be approached in some instances. The Calls Warehouse undertakes to respect the wishes of its customers and not to approach potential customers that have registered with any Preference Services.

Furthermore, although The Calls Warehouse rarely engages in direct advertising, any promotional literature, including our website, will at all times use clear and unambiguous language. Furthermore, The Calls Warehouse is committed to ensuring that any such material will be fair and will contain no misleading or false information. It will contain accurate information relating to price, value and service, and will not denigrate other providers.

3. Staff Recruitment & Sales Training

In recruiting sales staff, we ensure that all employees are aware that they are representatives of the company and the initial contact that its customers will receive. The Calls Warehouse will not tolerate any behavior from any of our employees which brings the good name of The Calls Warehouse into disrepute. Should any criminal convictions be highlighted during the

the employees' selection process, the nature of these will be considered when deciding whether or not to offer employment.

All successful applicants complete training courses to ensure:

- A Complete and Accurate Understanding of The Calls Warehouse Fixed Line Telecommunication Package
- Awareness of the Courteous Behavior and Integrity Expected of Them at All Times
- Awareness of the Code of Practice and Its Contents, and Their Responsibility to Comply with the Code at All Times
- Awareness of GC24 and Other Relevant Regulations
- Complete Awareness That Mis-Selling, Misrepresentations, and Disrespectful Behavior Will Not Be Tolerated
- Complete Awareness That Any Allegations Made Will Be Fully Investigated in Line with the Company's Code of Conduct and Its Internal Disciplinary Procedures

Before offering employment, all our employees must provide proof of identity, including:

- Drivers License, Passport, or Other Appropriate Identification
- Visa Status, if Appropriate
- National Insurance Number

To uphold all professional standards, The Calls Warehouse conducts regular audits and assessments of all employees and continuously monitors their performance.

Each sales representative is trained to an exceptionally high standard. Before they are allowed to engage with customers, they attend an intensive training course, at the end of which their knowledge will be examined. Any person who falls below the high standard demanded by us is not allowed access to customers.

Furthermore, our sales staff are provided with a sufficient understanding of our business to be able to properly inform the customer of the services offered and prevent them from misleading customers in any way. Using role-play scenarios, we positively discourage misleading selling.

Whilst part of the remuneration of our sales staff is generated on a 'payment by results' basis, the construction of the pay or misleading sales practices.

4. Customer Contact

Unless the customer has requested it, The Calls Warehouse does not make telephone calls to customers outside the hours of 8.00 a.m. to 8.00 p.m. If we call you, we will let you know who we are at the beginning of the call and we will also let you know why we are calling.

The Calls Warehouse takes pride in its good reputation and expects its staff to be:

- Factual and Accurate
- Courteous and Professional
- Careful Not to Misrepresent Any Services Offered by The Calls Warehouse or Other Service Providers
- Aware of and Compliant with Our Sales and Marketing Code of Practice
- Able to Explain the Products and Services Provided by The Calls Warehouse

5. Entering into a Contract

It is the customer's responsibility to review any contract and its terms and conditions and ask questions regarding any aspects of which they are unclear, prior to the services transferring and the beginning of the contract.

The below features appear clearly on the contract:

- Company Contact Details, including Postal Address, Telephone Number, and Website
- Minimum Period of Supply
- Features of Service, including Charges for Local and National Calls
- Payment Terms
- Termination Procedures and Fees, Which May Be Applicable

Outside of this period, any cancellation requests will be referred to the terms and conditions of The Calls Warehouse.

Contact accountmanagers@thecallswarehouse.com to learn more.

6. Audits

As part of our continuing commitment to providing an efficient service, all contracts will be audited prior to processing. They will be checked for errors and to ensure that the contract was properly entered into. Additionally, regular audits of systems, procedures and documentation will be carried out. If errors are identified, both parties have the right to make good the mistakes or cancel the account.

7. Feedback

At The Calls Warehouse, we always strive to make improvements wherever possible. To achieve this, we always welcome feedback from potential and existing customers.

Please address any feedback to:

The Calls Warehouse

The Junction Salford

Quays Manchester

M50 3SG



COMPLAINTS PROCEDURE

The Calls Warehouse has in place a structured complaints procedure for customers who wish to make a complaint concerning any of our services.

Step 1

In the first instance, any complaint should be made to our customer services department, who will make all reasonable endeavors to resolve the complaint.

This can be done by contacting us on our freephone number 0800 470 0144 or by emailing us at accountmanagers@thecallwarehouse.com

Complaints can also be sent in writing to:

The Calls Warehouse

The Junction

Salford Quays

Manchester

M50 3SG

Step 2

If you are unhappy with the resolution that our customer services department have offered, you can ask for it to be escalated.

This can be done by contacting us on our freephone number 0800 470 0144

or by emailing us at -

accountmanagers@thecallwarehouse.com

Step 3

Any unresolved complaints will be transferred to the Customer Resolution Department, a member of this team will aim to contact you within 48 hours.

From here, a detailed investigation of the complaint will be conducted. This could include detailed fact finding discussions with the customer to document the course of events that led to the complaint being raised. We may also request documented evidence from the customer or third parties to assist with the investigation. We aim to have this investigation and a resolution within 2 weeks.

Our Customer Resolution Department can be contacted on our freephone number 0800 470 0144 or by emailing us at

accountmanagers@thecallwarehouse.com

Step 4

If you are unhappy with the outcome of the investigation by the Customer Resolution Department, you should write to the Customer Resolution Manager who will review your account and aim to provide a satisfactory resolution.

Step 5

If you consider we have not been able to resolve your complaint satisfactorily, or 8 weeks has elapsed since your initial complaint without resolve, you will receive a deadlock letter and at this point you can escalate to Ombudsman Services.

Ombudsman Services

Ombudsmen Services are independent, free and impartial – so they don't take sides. They help review and resolve complaints about all sorts of things, such as: billing, customer service, installations/delays, switching providers, loss of service and sales.

Please use the link below to get familiarised with Ombudsman Services processes.

<https://www.ombudsman-services.org>

Ombudsman Services for Energy

Post:

Ombudsman Services: Energy
P.O. Box 966
Warrington
WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Ombudsman Services for Communications

Post:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Phone: 0330 440 1614

Email: enquiries@os-communications.org

For full details of opening times and other contact information please look on the Ombudsman Services website at - www.ombudsman-services.org