



italk - Consumer Code of Practice

About Us

italk is an independent company that delivers telephone and data services to our customers throughout the UK. We offer line rental with associated services and CPS (carrier pre-selection services), the provision of call services (local, national, international) to customers with a BT Openreach line who request it. We aim to offer better value than other leading providers, who offer the same service, with no reduction in quality.

Contact Us

By Post:

Unit 6, Gemini Business Centre
136 –140 Old Shoreham Road
Hove
East Sussex
BN3 7BD

By Telephone:

Customer Services: 0845 373 4290

By Email:

Email: customerservice@italktelecom.co.uk
Website: <http://www.italktelecom.co.uk>

Terms and Conditions

To obtain a copy of italk's terms and conditions please visit:
<http://www.italktelecom.co.uk/pdf/terms.pdf>,
Alternatively you can call customer services on the number above.

Charges and Billing

For a complete copy of our price list, please visit
<http://www.italktelecom.co.uk/pdf/ratecard140307.pdf>,
Alternatively you can call customer services who can provide you with these details.

Becoming an italk Customer

To order any of our services please call 0845 373 4290.

The minimum term for our telephone service is 24 months. We will activate your service at the earliest opportunity, usually 10 –15 working days from your order and subject to the availability of lines at your premises. We will keep you fully informed at all times during the changeover process.

Billing

You will receive a bill monthly from italk which will either be sent by post or email (depending on your chosen method). Payment is by Direct Debit approximately two weeks from the invoice date. If you do not pay by direct debit, your account will be subject to a processing fee. You can have complete confidence in the accuracy of your payment, as the safeguards of the Direct Debit Guarantee Scheme will protect you. Direct Debit is one of the safest ways of paying for your bills. Fraud rarely occurs because organisations using the Direct Debit Scheme go through a careful vetting process before they're authorised, and are closely monitored by the banking industry. However, if money were to be taken from your account fraudulently you would be protected by this scheme.

The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society. If the amounts to be paid or the payment dates change italk will notify you 10 working days in advance of your account being debited or as otherwise agreed.

If an error is made by italk or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

Moving House

If you are changing address please call our customer services team at least 30 days before so we can arrange to transfer your service.

Repairs

If you experience any faults on your line please call our customer service team or email customerservice@italktelecom.co.uk. We align our response times and services with Openreach (part of the BT group) and provide the best possible customer care in the event of a fault. We aim to have this investigated and repaired within 2-3 days, however we are not in a position to guarantee service level agreements for such.

Sales, marketing, advertising and promotion

italk uses its best efforts to act responsibly in all promotional activity and strictly adheres to all relevant laws and regulations. Our representatives are trained to be courteous, to use appropriate language and to offer clear and straightforward explanations. They must offer only factual and accurate information about our services and contracts and must not misrepresent our services or those of other companies. They must check that if you enter into a contract, you fully understand the terms and are sure that this is what you want to do.

We also make sure any orders placed with us by distance selling methods (such as phone, fax or internet) comply with the distance selling regulations. Our telephone scripts are designed to ensure you understand you are entering into a contract. Our representatives will not abuse the trust of vulnerable customers, for example people who are elderly or who have special needs, or whose first language is not English.

italk complies with the DTI's Distance Selling Regulations. Please click on the following link for the Office of Fair Trading for further information:

<http://www.opsi.gov.uk/si/si2000/20002334.htm>

We strive to make sure that our promotional material is clear, unambiguous, accurate and fair. If you have any concerns about the clarity or nature of our marketing activities please contact our customer services team.

Our Sales and Marketing Practices

The purpose of the guide "Sales and Marketing of Fixed-Line Telephony Services" is to provide our customers with a clear understanding of our practises. The document outlines the rules we adhere to when executing our Sales and Marketing activities.

Please select the following link for this guide:

[General Condition 24](#)

If you cannot access the following document we can provide you with a printed copy. If you require our help in this matter, please contact customer services on 0845 373 4290 for assistance.

Cancelling your contract with us

We hope that you are satisfied with your services and that you get the best out of your calls package. However if you need to cancel your contract at any point within the agreed period you can do so. Please be aware that you may need to pay for ending it early. If you want to cancel or end a contract then please call Customer Services for help and advice on how to do so.

Data protection

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

Repairing faults on you line

As soon as you realise you have a fault on your line you can report it to our customer service team. If an appointment is necessary then an engineer will only carry out work between the hours of 8am to 5pm, Monday to Friday (excluding Bank holidays). As faults can sometimes be down to the network, other peoples networks or your equipment we will perform a test on your line as soon as you call us. If needed, we may ask you to carry out some simple tests to try and work out where the fault is and if it lies with your equipment before ordering an engineer.

If the fault is to do with your phone or the wiring inside your property then we may charge you, if an engineer is required to visit you. Our Customer Care team will be more than happy to help explain this to you and advise you how this works.

Customer complaints procedure

At italk we take our responsibility to provide excellent customer services very seriously. However, things can, and do go wrong from time to time. Should you have a complaint please contact our customer support team via our website or call 0845 373 4290. We aim to resolve issues rapidly and to everyone's satisfaction. The majority of questions or complaints are dealt with at this stage.

If you are not satisfied with the handling of an issue or if your complaint cannot be dealt with in the first instance then please write to our address at the top of the page or send an email to the Customer Services at customerservice@italktelecom.co.uk. We will aim to respond to your complaint within 5 working days, but sometimes we may need longer if we require further information.

If after your first complaint you are not happy with the response we will escalate this to a team leader or manager. If this does not work out we will send this to our Customer Relations team who will endeavour to settle your dispute at this stage. If we cannot resolve at this stage then we will explain our final position. Occasionally we may have to send you a letter titled deadlock letter, this means there is nothing more that we can do for your complaint.

If you are not able to complain yourself in writing then please call our team and authorise someone who can act on your behalf.

We would always ask that if you should have a complaint you will contact italk in the first instance to allow us to look into the matter.

Alternative Dispute Resolution

If we reach deadlock or are unable to resolve your complaint to your satisfaction after you have followed our above complaints procedure then it can be referred to CISAS for independent dispute resolution:

CISAS

Contact Details:

CISAS

70 Fleet Street

London

EC4Y 1EU

Email: info@cisas.org.uk

Tel: 020 7520 3827

Fax: 020 7520 3829

Website: www.cisas.org.uk

Ofcom

This Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic Customers has been approved by OfCom. OfCom is the independent regulator and competition authority for the UK communications industries.

OfCom

Riverside House

2a Southwark Bridge Road,

London SE1 9HA

Telephone: 0207 981 3040

Website: www.ofcom.org.uk