



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 line who request it. We aim to offer better value than BT 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.

Please note our terms and conditions are available in large print on request.

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.

Charges

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

Billing

We will send you a bill every three months for your following 3 months package charge. Call charges will be billed after you have made the calls on a monthly basis. These bills 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 we do not receive payment from you on the due date, a late payment charge will be added to your next invoice of £7.50 inc VAT. For any manual payments made we will charge a fee of £4.50 inc VAT.

We may also set a limit on your call usage; this limit will remain on your phone until we are happy with the way your account operates. We aim to keep debt to a minimum and we may restrict your service where necessary.

Should you fail to make a payment we reserve the right to place restrictions on your telephone, if your account is not brought up to date it may be passed to our debt department and we reserve the right to charge £25 for our first letter to you to advise you of our actions.

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 BT Openreach 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.

Data protection

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

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, please write or send an email to the Customer Services Manager at customerservice@italktelecom.co.uk

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 within 3 months it can be referred to Otelo for independent dispute resolution:

Otelo

PO Box 730
Warrington WA4 6WU
Phone: 0330 440 1614
Fax: 0330 440 1615
Website: www.otelo.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