

Independent Communication Advisors Code of Practice

Products to Improve
Performance





1. About ICA

ICA is an independent provider of intelligent business solutions providing customers with the tools to have greater control of their telephony infrastructure and spend.

Using a team of in house expert consultants, we partner with you to develop a communications strategy that will support the company wide objectives to deliver business transformation.

Our expert accredited engineering team, in conjunction with our project managers will deliver a converged solution that will support your business now and in the future.

Once a solution is in place, our dedicated account managers are there to provide a consistent level of service excellence designed to meet and manage customer expectations.

2. The Purpose of this Code of Practice.

This code of practice is designed for our customers and has been established to outline the way in which ICA will manage our ongoing partnerships with our customers.

The objective of this code is to ensure that ICA provides its customers with standards of protection equal to the law.

3. Contacting ICA.

Phone 0161 443 5000
Fax 0845 0643213
Post:
Glencroft House
Vale Road
Heaton Mersey
Stockport
SK4 3QR
Email Support@ica.co.uk
Website www.ica.co.uk

4. Company Overview.

ICA has developed and grown its business by providing first class service and support for our customers and by offering a range of leading edge solutions by partnering with market leaders in technology.

We specialise in providing our customers with an exceptional level of support, together with proactive account management tailored to the specific needs of the business customer.

ICA is accredited to 'expert' status by the manufactures including Alcatel-Lucent, Avaya, Mitel and NEC.

We can offer on premise solutions for multi-site companies requiring bespoke design and using the broad-soft network can also provide a hosted solution.

For network services supply we can provide services using a range of networks that allows us the freedom to negotiate cost-savings to pass on to our customers, as well as ensuring that our product range up to date with the latest developments. ICA has direct portal access to run traces, book engineers and administer number management.

5. Range of Services.

ICA provides a wide range of services falling broadly into two key areas, business solutions and support and



network services. Detailed below are some of the key services we provide, however, please refer to our website or contact our customer services team for the latest information on services we can provide.

Converged Solutions.

ICA provides independent communications advice to small, medium and large businesses, from consultancy and telephony support to fully converged voice and data solutions. ICA carries expert accreditation for the design, supply and installation of telephony solutions.

ICARE.

ICA offers a bespoke support package tailor made to meet the business requirements of all sectors. ICARE Platinum offers support 365 days a year, 24 hours a day inclusive of all software and hardware upgrades, monthly diagnostics and weekly backups.

Fixed Line Services

As part of our commitment to providing the highest levels of customer care, ICA are pleased to introduce our network service offering - our tailor made call-billing platform enabling us to provide you with the lowest possible call charge rates to suit your business needs.

ICA provides fixed lines and CPS inclusive of ISDN 2e 30, PSTNs, Non-Geographic numbers, Fax2email, SIP Trunks.

Data Services

We provide a range of data services including ADSL and SDSL Broadband, Lease lines, hosted telephony, LAN and WAN.

Core Services

Across both our solutions detailed above, we provide a range of core services which include recommendations on the best solutions, tariff options, monthly invoicing in a choice of formats to provide you with the control you require and easily understandable advice on the best ways of controlling your telecoms expenditure with online access for billing information and call analytics.

Prices of Services

ICA endeavours to ensure that at all times its pricing is competitive within the market and reflects new tariffs or service offerings. If you are interested in our tariffs then contact customer services and they will happily advise you of the price of any charge for the service(s) you are connected to. Additionally, they can send, email or fax tariff information to you on request.

From time to time we may change our prices and we will write to you to advise you of any changes that occur.

Some specific aspects of the charges may be agreed between you and ICA during the sales process; however, these will be confirmed in writing or email or detailed on the completed order form to prevent any possible confusion.

Ordering Services

If you would like to order a service from ICA then please contact our customer service team. You will need to provide us with some information, depending on the desired service, to enable us to correctly provision your requirements. One of our customer service team will guide you through this process.

We will carry out standard credit checks prior to connecting your service and we reserve the right to request a deposit prior to completing your order.

Additionally, we may request that you provide us with some proof of identity; address or levels of spend with a previous telecoms company. If you are a new customer to ICA account then any hardware equipment ordered from us, may require payment in advance, prior to dispatch of the equipment.

Right to Cancel

If you order a service from ICA and you wish to cancel within the initial 14 days of delivery of your order, then you are entitled to do so. Please contact our customer services team for advice on how to return any equipment supplied. However, please note that it is your responsibility to safely return any goods supplied and all goods must be returned in their original packaging and in an 'as sold' condition. We reserve the right to charge for equipment not returned correctly or for any missing or damaged items that were contained within the original equipment supply.

After the 14 day period, you will be required to keep the equipment and pay the outstanding balance. If a service has been connected you are required to pay (if applicable) for the minimum period outlined in the contract for this specific service. This is usually a minimum period of 24 calendar months from connection of the service. Should you wish to cancel your agreement at the end of the minimum period then please write to ICA and provide details of your account number, telephone number(s) and service(s) you would like to cancel. We normally require a minimum of 30 days notice to be given; however, a different period may apply for certain services as detailed in our original written communication. We will contact you on receipt of this communication in order to understand your reasons for cancellation and to see if we can offer you an alternative solution that might be more suited to your needs.

6. Customer Service Desk.

As mentioned previously, we pride ourselves on offering high levels of customer service. Please find below some specific information about the service related points that you might be interested in. However, should you have a query that is not covered in this information then please feel free to contact us (detailed in section 3 of this document) Please note that all calls to or from ICA may be recorded or monitored for training or security purposes.

Service Standards.

Our Customer Service Desk is available Monday to Friday 9am – 5pm (excluding bank holidays).

Our team endeavour to answer your call within 10 seconds and all calls are recorded through our support software to provide a unique reference for tracking purposes.

All calls are responded to within less than one hour from the support desk with a target resolution of under 4 hours. System failure in excess of 70% will result in an engineer on site within 4 hours.

7. Invoicing and Payment.

ICA will provide a payment schedule upon receipt of an order and issue monthly invoices for network services. Each month we will issue a summary of goods and services and for our billing customers an itemisation of call spend.

All Network Services invoices are to be paid within 14 days.

All other products and services to be paid within 30 days unless your invoice states otherwise.

ICA can collect payment by Direct Debit, accept cheque or BACS payment.

It is important to us that customers pay on time to ensure that we are able to provide the levels of service our customer expects to receive. If we do not receive payment when it is due, we will initiate steps to contact you to resolve this situation. This could include contacting you by phone, letter or text message, and should we not receive a response to our attempts to contact you then we reserve the right to suspend your service. If this situation is not resolved then following a period of time we may disconnect your service and pass your details to a third party collections agency to recover overdue funds.

8. Complaints.

ICA is committed to providing an excellent level of service; however, we accept that from time to time you may have reasons that may lead to you not being entirely satisfied, if you feel that this is the case, we ask that you contact us as soon as possible so we can resolve the issue to your complete satisfaction.

8.1 Complaints Procedure.

If you would like to make a complaint then please contact Customer Services on 0161 443 5000 ask to speak to one of our team managers and often they can resolve the problem forthwith. Please call between 09:00 and 17:00 Monday to Friday in order to discuss a complaint. Alternatively, if you would like to raise your complaint in writing then please do so, addressed to "Customer Services" and using our contact address.

9. Businesses.

The Telecoms Ombudsman (Oteleo) is a free service that deals with complaints by business customers against telecommunications companies. Ofcom is the communications regulator and operates under the Communications Act 2003. Contact details for Oteleo and Ofcom are as follows. www.ofcom.org.uk

10. Communication with Customers

ICA uses a number of channels to communicate with our existing customers including phone, email, E-shot and post. From time to time we may write, or email you to inform you of new services that we are launching that we feel may be of interest. Should you not wish to receive this type of communication then please contact our customer services team.

You are required to write to us to inform us of any change of address or name that we have on file for your account, as this ensures you will receive your monthly invoice correctly. In the event of a change in charges or the need to suspend service on your device we will notify you in writing.

If you are interested in registering your number with the Telephone Preference Service, which should stop the number of unsolicited telesales calls you receive then please see to follow, contact information for this service. Businesses can register their fax number to opt out of receiving unsolicited fax communications in a similar way.

Telephone Preference Service
Phone 0207 291 3320
Website www.tpsonline.org.uk

Fax Preference Service
Phone 0207 291 3330
Website www.fpsonline.org.uk

11. Data Protection.

ICA may use data provided to assist us in further improving our products and service to you. Use of your phone, email address, website or e-billing may be used by ICA. We may provide your data to a credit reference agency or organisation involved in fraud prevention on receipt of approved request.

ICA will not share your data with third parties for marketing purposes.

Our treatment of your data will be at all times in accordance with any applicable UK or EU legislation and the Data Protection Act.