

AVANTIMOBILE UK LTD **Consumer Code of Practice on Complaint Handling and Dispute Resolution**

Introduction to our company and services

AVANTIMOBILE UK LTD is an independent company that delivers communications services to domestic and business customers. The products and services that we supply include, AvantiMobile, Hazardpoint, Mobile Money, Mobile Markets and AccessPoint. 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.

How to contact us

Please contact our Customer Service Team between 09:00am until 17:00pm Monday - Friday

By phone: 0870 111 8050

By e-mail: ask@avantimobile.com

By fax: 0870 111 8051

By letter: AvantiMobile UK Ltd, Radway Green Business & Technology Centre, Radway Green, Crewe CW2 5PR;

Or via our **website** www.avantimobile.com

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

- Mobile telephone automated least cost routing services (LCR)
- Mobile telephone and wireless data application services

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0870 111 8050, By e-mail: ask@avantimobile.com
By fax: 0870 111 8051 or SMS: 07781 481555

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 0870 111 8050 , or see our websites www.avantimobile.com

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

Terms and conditions

When you subscribe to a service from AVANTIMOBILE UK LTD or Associated Company, we will send you our Standard Terms and Conditions, or as part of our service registration process, you will be asked to agree with our standard terms and conditions. If you have any questions, please phone our Customer Service Team on 0870 111 8050, We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is shown on our websites, although certain products and services do not require a minimum term. We aim to provide services within a reasonable timescale, or with regard to online products and services – with immediate effect, subject to the customer having the appropriate or compatible equipment. This is subject to the availability and installation of any equipment and subject to acceptance of our terms of business.

Cancellation

AvantiMobile is a pre-pay service and therefore exempt from rights of cancellation. HazardPoint, AccessPoint, Mobile Money, Mobile Markets If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within seven days after your order is placed. After seven days or if you wish to terminate your contract within any applicable minimum term we will charge you in full for the balance of the contract period. After the minimum term, you can cancel your service by writing to our customer service helpdesk, giving us thirty days notice.

Faults and repairs

Please call our Technical Support Line on 0870 111 8050, By e-mail: ask@avantimobile.com
By fax: 0870 111 8051 or SMS: 07781 481555 if you experience a fault with any of our services. We aim to have this investigated and repaired within 1 days.

Compensation and refund policy

Our policy is to AvantiMobile is a pre-pay service and the terms and conditions exempt any compensation or refunds.

Price lists

Our pricing structure is available from our Customer Service Team on our website www.avantimobile.com. If we change the pricing structure on your products and services, this will be illustrated on our website.

Billing

AvantiMobile is a pre-pay service, and billing is decremented from your account, and you can choose to pre-pay us via credit or debit card. We provide itemised bills/airtime at flat rate as part of our service to you on www.avantimobile.com. AvantiMobile is a pre-pay service, and if your account has insufficient funds credited then you will be restricted access to the service. If you are moving home or office you can update your account details online at www.avantimobile.com

We will bill you according to the terms of our contract for supply of data applications, subject to the individual terms and conditions of HazardPoint, AccessPoint, Mobile Money, Mobile Markets

If you have difficulty paying your bill, or are moving home or office please contact our Customer Services Team in writing at Old Park Road, Stowford, Crewe, Cheshire CW1 5XP, and we will try to arrange a different method of payment and update our customer records. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection

Number porting

OPENAIR recognises that keeping your existing telephone number(s) is compatible with utilising AvantiMobile services, and may be important to you. If you move your number to an alternative service provider, please ensure you inform us via the website www.avantimobile.com and you will be provided access to the optimised version of software for your new network, if required.

For more information, please call our Customer Service Team on 0870 111 8050, By e-mail: ask@avantimobile.com By fax: 0870 111 8051 or SMS: 07781 481555 or www.avantimobile.com. HazardPoint, AccessPoint, Mobile Money, Mobile Markets are not network dependent, and therefore whilst we will co-operate wherever possible to assist in number porting, we are dependent upon other companies to fulfil their obligations under conditions of the Telecommunications Acts.

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.

If you have a complaint about any part of our service, please contact our Customer Service Team on 0870 111 8050. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing (see "How to contact us" above).

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 12 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from CISAS

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services have been set up to sort out disagreements between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Statement of social responsibility

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.

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:

- Access to the Customer Service Team
- Fault repair and assistance
- Priority. We will offer our best endeavours wherever possible to provide special assistance.

Copies of this Code are available on our website www.avantimobile.com

Data protection

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

Useful addresses:

CISAS – International Arbitration Centre, 12 Bloomsbury Square, London, WC1A 2LP. Tel: 020 7421 7432
e-mail: kkorubo@arbitrators.org Website: www.cisas.org.uk

Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0845 456 3040 or 020 7981 3000 e-mail: contact@ofcom.org.uk Website: www.ofcom.org.uk

ICSTIS Ltd, Clove Building, 4 Maguire Street, London, SE1 2NQ. Tel: 0800 500212 or 020 7940 7474
Website: www.icstis.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 Website: www.fcs.org.uuk

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