

CODE OF PRACTICE FOR HANDLING COMPLAINTS & DEALING WITH PROBLEMS



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INTRODUCTION

We, Mode Communications Limited t/a Espria provide, install and maintain communications systems across the UK. We also offer discounts on line rentals and call rates, we have offices in Hampshire, Hertfordshire and Cambridgeshire and over 175 employees.

Established over 25 years ago, Espria has enjoyed outstanding growth resulting in being recognised as Siemens Fastest Growing Partner 2009 and Nimans Fastest Growing Reseller in 2010. Our technical staff are accredited in Unify OpenScape Business and iPECS solutions.

Contact details for both offices can be found below:-

CONTACT DETAILS

Espria, Wade Park Farm, Salisbury Rd, Ower, Romsey SO51 6AG

Espria, Mode House, Thundridge Business Park, Thundridge, Herts, SG12 0SS

0330 175 5588

Customer service phone number: **0330 175 5588**

Customer service email: **enquiries@espria.com**

Website: **espria.com**

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Terms and Conditions (including prices and tariffs)

Our services include:

- Supplying phone equipment including phone systems, phone handsets and mobile handsets
- Line rentals and network services, including connecting phone calls and broadband services
- Technical support on and off site
- Supplying non-geographic phone numbers (for example 0845, 0870 and 0844)
- Supplying computer software and hardware for managing phone communications systems and providing extra equipment from chosen suppliers which is compatible with telecommunications equipment we supply, for example headsets, call-recording equipment and so on.

EQUIPMENT WARRANTY

We supply all Ericsson, LG & Unify phone equipment with a 12-month warranty. If this equipment is faulty, we will replace it free of charge within 12 months of installation. We will sell equipment supplied from other manufacturers with a warranty period equal to that offered by the manufacturer. We give all customers the opportunity to sign a maintenance contract for their phone equipment. This gives you an extended warranty and covers all charges for replacing faulty equipment and engineering charges during the contract.

MAINTENANCE AND REPAIRS

We keep a record of enquiries about phones and we deal with the most urgent ones first. We constantly monitor the level of service we offer, and our response times, to make sure that you receive a quick, efficient and professional response to all enquiries. During office hours, we aim to respond to all technical problems within an hour.

ACCESS TO SERVICES

At Espria we proactively market our services and have experienced great success with a referral scheme whereby existing customers recommend associate businesses that would also benefit from our services.

Customers can discover more information regarding the range of services available from Espria, including our full list of terms and conditions, on our website at espria.com or call 0330 175 5588 for more information.

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PRICING INFORMATION

The price of our products may change, depending on the exchange rate at the time we buy equipment. The price could vary day to day. Also, the price of the equipment we buy could change every three months, which is due to changes in prices made by Ericsson, LG & Unify. This also applies to extra equipment.

The price of our equipment depends on several things, including:

- The number of extensions
- The length of the lease
- The amount and type of extra equipment
- Whether installation & maintenance is included.

For more information about pricing please call 0330 175 5588.

CONTRACT CONDITIONS

STANDARD CONDITIONS

Our typical contracts last three, five or seven years. We also offer an on-going rental service if you do not want to enter into a lease. You are entitled to cancel services in writing at any time. If you are still in a contract with us, you will have to pay a charge to end it. We work out the charge in line with the conditions set out in each contract. You can get detailed advice by phoning 0330 175 5588.

We are committed to making sure the companies we work with keep to the Consumer Credit Act 1974, as well as having our consumer credit license (which allows us to lend money to companies who have difficulty getting credit). If you want to discuss or cancel your contract, please call 0330 175 5588.

CUSTOMER RIGHTS

We aim to ensure that the terms and conditions under which we trade are clearly communicated to our customers at point of sale. We always provide customers with a copy of all contractual documentation that they have signed at the time of sale.

We maintain a database of customer information. We comply with all aspects of the Data Protection Act 1998. Customers may request a copy of the information that we hold about their business.

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COMPENSATION OR REFUND POLICY

If we have overcharged you, we will give you a refund immediately when you ask for it. Our responsibility for costs, loss of profit or goodwill is clearly set out in our order form, which every customer must sign at the time they are sold the service. (See the terms and conditions of your order form for more details.) If we make a mistake with a bill, you must tell us about this and we will immediately investigate it, and, if appropriate, correct this on your next bill.

You can get a full list of the calls you have made and how much they have cost you, by using our free online billing portal, please go to https://webabillity.co.uk/2.7.262_en-GB/NIX01.aspx and enter your user name and password to gain access.

We send you a bill for the annual maintenance contract charges every year, just before the date the contract started. You must pay this bill before the annual renewal date, to make sure you continue to receive the service.

We send you a monthly bill for the services and as and when we provide ad-hoc services. Unless we have agreed otherwise, you must pay the bill when we have finished the work. We will always try to make sure that each bill has a clear explanation of the type of charges and the date you must pay them.

DEALING WITH COMPLAINTS

If you are not happy with how we deal with your complaint, or if we are not able to resolve the problem, we will issue you with a 'deadlock' letter, which means you can make a complaint through The Ombudsman who offer an independent resolution service.

We monitor how we deal with complaints to make sure that we handle all complaints within a suitable time and to a suitable standard. We will store any correspondence you send us about problems on our database and keep a copy of the call recording if necessary for our records.

If you are not happy with how we deal with your complaint, or if we are not able to resolve the problem, we will issue you with a 'deadlock' letter, which means you can make a complaint through Otelo who offer an independent alternative dispute resolution service. Or, if more than eight weeks has passed since you first made your complaint, please contact the ADR scheme direct.

CONTACT DETAILS

The Ombudsman – <http://www.ombudsman-services.org/communications.html>

We publish this code of practice on our website at www.espria.com you can get extra copies by asking us. This document is also available in large print.