

# CODE OF PRACTICE



## 1. Introduction

With over 200 employees operating from a network of offices throughout the UK, NCS Group is one of the UK's leading suppliers of complete office solutions and has a wealth of experience in delivering successful solutions to both private and public sector markets.

Over the last 20 years NCS have tailored our services to better meet the needs of our clients and support their modern office environments. Today our impressive portfolio of products and services range from state-of-the-art office telephone systems and business call plans to the latest multifunctional digital photocopying and fax machines, franking machines, office furniture and stationary through to complete IT network installation and maintenance.

NCS Group Telecoms, in partnership with BT, Panasonic Business Systems and Ericsson Communication Systems are strategically placed as a total solution provider to the SME market place. The convergence of technologies with the expansion of voice over IP and SIP, allow NCS Group to provide you with the most cost effective solution for all your voice and data needs.

## 2. Purpose of the Code of Practice

The purpose of this Code of Practice is to inform our customers of their relationship with us. It is written for Small Business consumers who purchase telecommunications services from us directly.

This code aims to provide:

- Information on how to contact NCS
- Information on sales and marketing activities
- Information on some of our main services
- Information on billing and pricing issues
- Information on how to make a complaint
- Contact details for alternative complaint bodies

### **3. How to contact Us**

For all Sales enquiries please contact us on: 0141 353 0000

For all LCR enquiries please contact us on: 0870 060 0595 or email us on [lcquery@ncs-ltd.com](mailto:lcquery@ncs-ltd.com)

For all Telecom enquiries please contact us on: 0870 050 1122 or email us at [telecomservice@ncs-ltd.com](mailto:telecomservice@ncs-ltd.com)

If you wish to write to us:  
Network Communications Solutions  
65 Rodney Street  
Glasgow  
G4 9SQ

### **4. Commitment to you**

NCS Group is committed to supplying customers with the very latest equipment from the world's major manufacturers and delivering the highest levels of customer service possible through the quality and training of our staff. All our employees are expected to go out of their way to ensure customer satisfaction is met and maintained.

### **5. Services**

Our pricing structure is available from our Sales Team on 0141 353 0000 and on our website [www.ncs-ltd.com](http://www.ncs-ltd.com), the prices stated on the web site are our standard prices. NCS Group Ltd recognizes that all customers are different. NCS are committed to providing customers with the most cost effective pricing structure for their individual needs. To achieve this, packages for customers may differ as they are specially created to suit their individual needs and usage profiles. Therefore some rates may differ from those printed stated on the web site. We will write to you in advance if we change the pricing structure on your products and services.

#### **5.1. Terms & Conditions of contracts**

NCS provides terms and conditions which are available on request from our Account Managers. Please call 01413530000 and request to speak to your Account Manager.

## **5.2. Pricing**

We will be pleased to provide you with our prices on request. To obtain pricing information please call us on 0141 353 0000

## **5.3. Billing**

We normally bill our customers the 1<sup>st</sup> week of each month. If an error is made you will receive a full refund to your account.

## **5.4. E-Billing**

We provide Line Rental and Call charge bills in an electronic format. Please contact the customer service team for more information 0870 060 0595.

## **5.5. Repairs**

Please call our Faults Team on 0845 0720 077 if you experience a fault with any of our services. We aim to have this investigated and repaired within 10 days.

## **5.6. Moving offices**

Please call our Service Desk on 0870 050 1122 if you are planning on moving your NCS services. We will endeavor to move your services with minimum disruption to your business.

## **6. Compensation & Refunds**

Further information relating to compensation can be found in the terms and conditions, to receive a copy of the terms and conditions please contact customer services on 0870 060 0595 or visit the web site [www.ncs-ltd.com](http://www.ncs-ltd.com)

## **7. Complaints**

If you have a complaint about any part of our service, please contact our Customer Service Team on 0870 0600595. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line.

You may also send your complaint to us in writing.

We will try to resolve your complaint quickly and efficiently and keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company via our escalation process.

For Service affecting Complaints

Level 1 Escalation Customer Service Team – 08700600595

Level 2 Escalation Service Manager – 08700501122

Level 3 Escalation to Director Level – 01413530000 (request Service Director)

For Billing Complaints

Level 1 Escalation Accounts Team – 01413530000 (request Accounts)

Level 2 Escalation Customer Service Team – 08700600595

Level 3 Escalation Service Manager – 08700501122

Level 4 Escalation to Director Level – 01413530000 (request Service Director)

Independent Dispute Resolution Service

If we have not resolved your complaint to your satisfaction after 12 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through Otelo an independent alternative dispute resolution scheme. We can provide you with details of this service.

## **8. How to obtain a copy of the Code**

This Code of Practice is published on our Web site at [www.ncs-ltd.com](http://www.ncs-ltd.com). Additional copies are available on request and free of charge to small business customer. It is also available in word or pdf format.

## **9. Contact Details of other organizations**

**Otelo** – Ombudsam Service for public communications providers and their customers

Otelo  
PO Box 730  
Warrington  
WA4 6WU

Telephone 0845 050 1614  
or 01925 430 049

E-mail [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

## **10. Further information**

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at [http://www.ofcom.org.uk/telecoms/ioi/g\\_a\\_regime/gce/ccodes/ccodes.pdf](http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf)