

## **Evoke Telecom Services Limited - Code of Practice**

### **INTRODUCTION TO OUR COMPANY AND SERVICES**

Evoke Telecom Services Limited are an independent telecommunications company that delivers communications services to business customers throughout the UK. We are committed to giving you the highest quality of customer service and in order to do this we may choose to purchase services from wholesale providers.

When we do, we choose those providers carefully to ensure that they meet with our expectations of high quality product and service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

### **THE PURPOSE OF THIS CODE**

This code sets out a statement of how we conduct our business and provides information about our relationship with you. This code of practice may be obtained in hard copy by writing to us at the address below.

### **PRODUCTS AND SERVICES**

We provide the following products and services:

- Fixed Line Voice Calls & Lines
- SIP Services
- On-Premise and Hosted Telephone Systems
- System Maintenance & Training
- Managed Services
- Data Connectivity
- Mobile Voice Calls & Lines
- Non-Geographic Numbers
- Consulting Services

For more details on any of our products and services, or to place an order, please contact the Customer Service Team on 01509 278278

### **CONTACTING US**

Evoke Telecom always put the customer first and our Support Team are dedicated to providing prompt and effective support to customers experiencing difficulties in any way.

They are available Monday to Friday between the hours of 09.00 and 17.00 by:

Telephone: 01509 278278

Email: [service@evoketelecom.com](mailto:service@evoketelecom.com)

Post: Evoke Telecom Services Limited, The Coach House, One Ash, Loughborough Road, Quorn, Leicestershire LE10 8UE

## **TERMS AND CONDITIONS**

Details of the specific terms and conditions relating to your contract are available on our website [www.evoketelecom.com](http://www.evoketelecom.com) and are referenced on the documentation provided when you first subscribe to our services.

You should note that these terms and conditions are specific to the service being supplied and, for example, those for lines and calls may vary from those for mobile. If you are unsure about which terms and conditions apply to your contract, please contact us using one of the methods below.

Additionally, contract lengths may vary according to the minimum term you agreed to at the beginning of your service provision. Our standard contract lengths are either 12, 24, 36 or 60 months. If you are unsure about your contract, please contact our customer care team on 01509 278278

## **CANCELLATION**

In the unlikely event that you should wish to cancel the service we provide, you should write or email us at the address above telling us what you wish to cancel and when you wish it to be effective. There may be a charge for early termination of your contract, and this will be explained to you. Early termination charges are also set down as per the terms and conditions of the services signed for which are available on our web site.

## **PRICES AND TARIFFS**

Because there are so many different rates that often depend on separately negotiated criteria, and the changes in tariffs are being updated constantly, it is not possible to publish a standard set of rates that would apply to all customers.

Your own particular tariff, if you have not kept the one sent originally, can be obtained from our Customer Service Team on request.

## **NUMBER PORTING**

Evoke Telecom Services Limited recognise that keeping existing telephone numbers may be important to you. We will work with you to ensure that services are switched over at a convenient and appropriate time. For more information, please call our Customer Service team on 01509 278278

## **DIRECTORY ENTRIES**

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for both your fixed and mobile telephone numbers. If you do wish to amend your listing, please contact our Customer Service team on 01509 278278

## **NUISANCE CALLS**

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service team on 01509 278278 to report the incident and for information on how to deal with it.

## **FAULTS AND REPAIRS**

Please call our Customer Service team on 01509 278278 if you experience a fault with any of our services. We aim to have this investigated and repaired within the parameters set to us by OPENREACH or other service providers, or as agreed in your maintenance contract. This time frame will vary dependent on severity of fault, type of service and level of care in place on the line.

## **FRAUD PROTECTION**

At Evoke Telecom Services we take fraud protection very seriously and apply international call barring and premium rate barring as requested at no cost. For further peace of mind we also supply for participating customers our fraud protection service Voice Safe (terms and conditions apply as per our website).

## **BILLING**

Our bills are usually sent on a monthly basis, but we may send you a bill at any time. Terms of payment will be detailed in our terms and conditions. Payment will be collected either by direct debit, cheque or BACS. If you wish to change your method of payment at any time, please contact our Customer Service team on 01509 278278

If you have difficulty paying your bill, please contact our Accounts Department on 01509 278278 or by email at [accounts@evoketelecom.com](mailto:accounts@evoketelecom.com) and we will try to arrange a different method of payment. We will do all we can to help our customers to manage their bills and avoid disconnection.

## **COMPENSATION AND REFUNDS**

Our service provision to you is dependent upon the continued operation of the major networks (Openreach for example). We will confirm to you whether the case can be dealt with internally or will need to be presented to our suppliers. Any refunds that are due will be credited to you, if dealt with internally, on the next invoice, or, if external influences are involved, following reimbursement to us.

## **CUSTOMER COMPLAINTS CODE**

For details of Evoke Telecom Services customer complaints code please see our website.

## **GENERAL DATA PROTECTION REGULATION**

To view our Company Privacy Notice please see our website.

## **Evoke Telecom Services Limited - Code of Practice for Premium Rate Services**

### **and NTS Calls**

#### **THE PURPOSE OF THIS CODE**

This code informs you about our policies on providing information about Premium Rate Service (PRS) calls and on our charging policy for calls to NTS and PRS numbers.

#### **PREMIUM RATE SERVICES**

Premium rate services (PRS) are telephone numbers that offer some form of information or entertainment that is charged to your phone bill. UK-based PRS numbers are normally prefixed by "09". The prefix 0871 is now also designated as a Premium rate number and subject to PRS Regulation.

The typical service for these types of numbers include TV vote lines, mobile ringtone downloads, technical helplines, charity fund-raising and adult entertainment where the charges are added to your telephone bill. Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate. Our charges for calling these services are available on request from our Customer Service Team.

If you have a problem with PRS, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the PRS provider. We can also use call barring to restrict access to "09" numbers. Please call our Customer Service Team on 01509 278278 for advice in this area.

#### **NUMBER TRANSLATION SERVICES**

Number translation services (NTS) are based on numbers that are normally pre-fixed either "03" or "08". For example, 0800 and 0808 are used to provide freephone services.

03, 0844, 0845 and 0870 numbers are used for many purposes including dial-up pay-as-you-go Internet access, sales/customer service lines, information services, technical helplines and telephone banking. These types of numbers are also used by organisations to help them provide call-management features such as intelligent call routing and fax-to-email services.

Charges for calling services on NTS numbers are added to your telephone bill. Calling these services from, for example, mobile phones, cable networks or public payphones will generally cost more than the advertised rate but communications providers must publish prices for calls to these types of numbers where these are higher than for calls to geographic numbers.

Our charges for calling these services are available on request from our Customer Service Team on 01509 278278. If you are unhappy with the help you have received from us on a problem with PRS or NTS, please contact our Service Team by email at [service@evoketelecom.com](mailto:service@evoketelecom.com). You may also complain using the complaints procedure set out in our complaints code.

#### **INTERNET DIALERS**

If you use the Internet, it is possible for software to be placed on your computer without you knowing using the same methods as for computer viruses. This type of software (known as Internet or rogue dialers) can then make calls to PRS and NTS numbers without your knowledge. We can also

help by barring calls to “09” numbers

### **THE TELEPHONE PREFERENCE SERVICE**

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or by telephoning 0345 0700707.

### **USEFUL ADDRESSES**

#### **Ofcom**

Riverside House, 2a Southwark Bridge Road, London SE1 9HA  
Tel: 020 7981 3040 or 0300 123 3333  
email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

#### **Telephone Preference Service**

DMA House, 70 Margaret Street, London W1W 8SS  
Tel: 0345 070 0707  
Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

#### **Federation of Communication Services (FCS)**

Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT  
Tel: 020 8249 6363  
email: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)  
Website: [www.fcs.org.uk](http://www.fcs.org.uk)