

Code of Practice

This Code of Practice is published by SCG Cloud Limited t/a SCG Together.

The Telecommunications Services described in this Code are subject to availability and may be modified from time to time.

About SCG Together

SCG Together is a business communications specialist who provides a full range of voice, data, mobile and IT solutions

Our aim is to provide complete business communications, simply delivered and remarkably supported. We take care of your communications whilst you get on with running your business and we provide dedicated account management to save you time and money.

Mission statement

To provide a complete communications solution, working in partnership with our business customers. We are passionate about delivering an exceptional customer experience by getting the simple things right.

How to contact SCG Together

SCG Together can be contacted by e-mail, telephone, fax or post.

Address:

Ver House
23-25 High Street
Redbourn Hertfordshire
AL3 7LE

Telephone: 0800 4700 007

Fax: 03452 190 200

Email for enquiries: info@scgtogether.com

Website: www.scgtogether.com

Quality policy

SCG Together are committed to consistent provisioning of quality products and services to satisfy the expectations of our customers.

We work to continually improve processes to ensure we offer value whilst providing our customers with a remarkable customer experience.

Service promise

Our approach is to work with you to design the solution that is appropriate considering the needs for performance, security, reliability and costs. We will enter into a term agreement to provide services and where required hold regular service reviews. At the renewal of your agreement we will ensure you get the advantages of any improvement in service capabilities or reduction of costs that emerge in our fast-moving industry.

Sales, marketing, advertising and promotion

SCG Together adheres to all applicable Codes of Practice, including advertising and consumer protection regulations.

This includes the Mailing Preference Service, the Telephone Preference Service, the Fax Preference Service and the E-Mail Preference Service.

Our advertising and promotions comply with the British Codes of Advertising and Sales Promotion. We always aim to ensure that our advertising and promotional literature is clear, unambiguous, accurate and fair and that it does not contain any false or misleading information about price, value or service. We do not denigrate other providers of telecoms services.

Range of services

We only work with best-in-class networks and suppliers. A full list of SCG Together services can be found on our website at www.scgtogether.com or information on specific services can be requested by calling us on 0800 4700 007.

Pricing

We will be pleased to provide you with our prices on request. To obtain pricing information please call us on 0800 4700 007

Service delivery

All Services are subject to SCG Together standard Terms & Conditions and where appropriate SLA, both of which are available from our website. A SCG Together sales representative will advise clients which documents are required to constitute an order for the required Service.

All Services are subject to lead times and for tail circuits may require a site survey which in turn may require additional delivery charges. Clients will be advised of lead times and additional delivery charges for their chosen Service by their SCG Together sales representative. Service lead times are subject to change and are therefore not published by SCG Together.

Service management

Our customer experience representatives can help with all your queries including products, billing and tariffs.

Where possible, we will respond to your enquiries within 2 hours. Our Customer Experience Account Managers can deal with your enquiries from Monday to Friday between 9.00 am and 5.30 pm.

If you have any service enquiries, please call us on 0800 4700 007.

Alternatively, you may write to our Head of Customer Experience at:
SCG Together Ltd Ver House
23-25 High Street Redbourn
AL3 7LE

Or e-mail us at myexperience@scgtogether.com

Fault repair

Repairing faults on our network is part of the maintenance cover we provide with our service and all faults should be reported to a customer experience representative on 0800 4700 007.

Unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday to Friday from 9.00 am to 5.30pm, excluding bank holidays).

Faults can occur on the SCG Together Network, another operator's network, or on the telephone used by you or the person you are trying to call. If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault.

We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you.

Billing

SCG Together work on a unified, state of the art billing system, where invoices, billing reports and full itemisation are delivered each month by email.

In addition, our customers have 24/7 access to our Billing On-line feature through a secure login. This on-line management system stores a 6-month billing history, giving our customers access to their billing information via the web and the ability to run their own reports as and when they are required.

This feature gives our customers the ability to:

- Analyse their usage quickly and accurately
- Have instant access to several set reports on-line
- Have access to administration on-line
- Be constantly aware of costs or misuse using the E-Alerts facility, which provides a full management by exception feature - where end users can set criteria, which if met, will automatically generate an emailed report (alert)

Billing queries

We take billing accuracy very seriously. If you do not understand or disagree with part of your bill, please call us on the number quoted on your bill.

You are liable for the costs of any calls that you make over our network. If you query the charge for dialled calls, we will re-check the bill. If we find a mistake you will be credited accordingly.

Disconnection for non-payment

Prompt payment of bills helps us keep our costs down so that we can continue to offer a competitive service. Please call us as soon as possible if you think you may have difficulty in paying your bill. If there are special circumstances, we may be able to agree special arrangements with you to prevent disruption of your telephone service.

If a bill is not paid, we will make all reasonable attempts to resolve the matter with you. However, if we are unable to get a satisfactory explanation for the non-payment, or an acceptable proposal for the payment of the outstanding amount, we may suspend or disconnect your service in accordance with our terms and conditions.

Customer experience

Reconnection

If you are a previous SCG Together customer and wish to come back to SCG Together, please call us on 00800 4700 007 and we will aim to get you reconnected as soon as possible.

If you are not satisfied with SCG Together Customer Experience

We are passionate about and committed to providing you with the best value telecommunications service in the UK. We understand that faults can occur, and when they do, we want to correct them quickly. We provide a comprehensive complaint handling process to solve your problem as soon as possible.

When you call us, a Customer Experience Co-ordinator will note the details of the problem and will agree a course of action with you. Due to the complex nature of some queries, these may take a little longer to resolve.

If you are not happy with the response you receive, you may ask for the matter to be referred to a team leader for further investigation.

In the rare event we are unable to resolve your problem we will write to you informing you of the position. This is sometimes called the 'deadlock' letter. When you receive this letter and your annual bill is less than £5000, you have the right to refer your case to the Ombudsman.

The Ombudsman will want to ensure that you have followed this process through before contacting them. If this is not evident the Ombudsman is likely to refer the matter back to SCG Together for resolution. SCG Together is happy to work with other independent bodies, such as ICSTIS, Citizens Advice Bureaux, Consumer Advice Centres and Trading Standards Departments.

Office of Communications (Ofcom)

Ofcom Contact Centre Riverside House
2a Southwark Bridge Road London
SE1 9HA
Tel: 0300 123 3333
Fax: 020 7981 3333
Email: contact@ofcom.org.uk
Website: www.ofcom.org.uk

Ombudsman Services: Communications (OTELO)

Wilderspool Park Greenall's Avenue Warrington
WA4 6HL
Tel: 0330 440 1614
Email: enquiries@os-communications.org
Website: <http://www.ombudsman-services.org>

Your rights and obligations

Data protection

SCG Together complies with UK Data Protection legislation regarding the handling of client data. Full details can be found in our privacy policy, which is available on our website at www.scgtogether.com

Terms and Conditions

The terms and conditions on which we provide our services, are available on our website www.scgtogether.com or on request from your Customer Experience Account Manager.

Please call

0800 4700 007