

twl voice and data code of practice

This code of practice has been produced to give existing and prospective business customers an overview of the company and its policies.

We are service-driven company who are committed to providing outstanding customer service and we will only work with partners / third-parties who have strive for the same levels of quality and performance as ourselves.

Contact details

Sales	0870 060 1500	info@twlvoiceanddata.co.uk
Support	0800 230 0590	faults@twlvoiceanddata.co.uk

Our services

Telephone call traffic We offer business clients an alternative to BT for their telephone calls offering competitive call rates and enhanced billing and call reporting solutions to assist with cost control and reduction.

Our call traffic services can be accessed over BT telephone lines, our own lines or by direct connection to one of our other carrier partner networks.

Telephone line rental We are able to provide line rental at a minimum of 10% savings compared to BT standard line rental prices and can transfer existing BT lines to ourselves and install new and additional lines as required.

Non-geographic numbers Our non-geographic numbers allow businesses to take control of their incoming calls and we can provide a full range of 0845 (local rate), 0800 (freephone) and 0870 / 0871 (national rate) numbers.

We also provide Premium Rate Number services.

Broadband / data services We offer business class, voice-ready broadband service to link customers' sites to each other or to the internet. We also provide leased lines and robust VPN solutions.

Ordering a service All services may be ordered from our sales department using the details at the top of the page,

Cancelling a service Services may be cancelled, subject to a minimum contract period, by contacting our support department using the details given earlier in this document.

Reporting a fault Faults should be reported to our service centre on 0800 230 0590 and they will be responded to in line with the contractual response times and service level agreements for the relevant service.

Fraud

We routinely monitor client's call patterns to look out for potential fraud and to protect our customers from consequential losses. We reserve the right to suspend service without notice if fraud or illegal activity is suspected.

Complaints procedure

In the unlikely event that you are unhappy with any aspect of our service please do not hesitate to contact us and let us know.

Please call our support department on 0800 230 0590 or email

If you are not satisfied with the way your complaint has been handled please ask for the issue to be escalated as follows

1st point - Geraldine Swanston (Business Development Manager)

2nd point - Andrew Nicholson (Managing Director)