



## Code Of Practice

### **Who we are**

Techbox Solutions Ltd T/A vivi™ (vivi™) offers high quality VoIP services to business customers throughout the UK, both directly to end-users and via selected resellers.

Techbox Solutions Limited T/A vivi™ (referred to here as vivi™) is wholly owned by Techbox Solutions Ltd which is a UK Limited company, registration number 06761575 whose registered address is 2nd Floor, 34 Severn Street, Welshpool, SY16 7AD.

### **Our customers**

vivi™ understands that customer satisfaction and service delivery are the most important part of its business. Our company values are based on this, which is why our team strives to ensure that you get what you want, when you want it.

We will do our best to meet your requirements to your satisfaction. vivi™ values its customers and aims for the highest standards of account management and customer service.

By investing in our people and in systems to support our customer care activity and by continually developing our services, we aim to deliver the best in customer care to stay ahead of our competitors.

### **Purpose of our Code of Practice**

This Code of Practice (CoP) aims to give you, the client, a clear statement of how we conduct our business and to describe the relationship between you and us in all matters concerning your purchase of services from us.

This CoP provides a statement of the services available from vivi™ to business customers and those interested in finding out more about vivi™. It explains how we provide these services and the key support services and company policies that underpin them.

It describes your relationship with us and how you can and should contact us when you need help or want to change the services you have and how we will respond. It also describes what you should do in the unlikely event of something going wrong.

### **vivi™ services**

vivi™ uses its resources of talent and expertise to continuously strive to find new ways to meet customers evolving communication needs. We offer businesses a variety of superior solutions using a range of new, emerging and established technologies. All of these services are described in greater detail on our website at [www.vivivoip.com](http://www.vivivoip.com).

The information on our website is available in English only. We own and operate our own communications facilities, as well as sharing infrastructure with other carriers and distributing the services of other network operators. We offer our services through authorised resellers and have a direct sales force.

The industries and sectors which use our services include but are not limited to media, shipping, business services, transportation, manufacturing, engineering/consulting, rural communications and individual business users.



### **How to contact us**

There are a number of ways that you can contact us and we will be happy to answer your questions and explain our services to you. Our contact details are also set out under **Contact Us** on our website.

#### **Sales**

Tel : 0844 441 4444

Fax: 01938 887788

E-mail : [sales@vivivoip.com](mailto:sales@vivivoip.com)

#### **Customer services and general enquiries**

##### **Internal – 100**

Tel : 0844 441 4444

Fax: 01938 887788

E-mail: [info@vivivoip.com](mailto:info@vivivoip.com)

#### **Customer Support**

##### **Internal – 150**

Tel : 0844 441 4444

Fax: 01938 887788

E-mail: [support@vivivoip.com](mailto:support@vivivoip.com)

#### **Customer accounts and billing**

##### **Internal - 100**

Tel : 0844 441 4444

Fax: 01938 887788

E-mail: [info@vivivoip.com](mailto:info@vivivoip.com)

For customer service enquiries, please call our customer service line on 0844 441 4444 which is open from 9.00 am to 5.00pm Monday to Friday (excluding public holidays) or you can contact us via our website at [www.vivivoip.com](http://www.vivivoip.com).

If you would prefer to write to us instead, please address your letter to:

Head of Customer Service  
Techbox Solutions Ltd T/A vivi™  
2nd Floor  
34 Severn Street  
Welshpool  
Powys  
SY21 7AD

#### **Our services**

vivi™ provides our own hosted VoIP solution for business as well associated hardware.

#### **Fixed services**

Examples of these services include direct and indirect phone line services, CPS, IDA, number translation services, premium rate services, private circuits, non-geographic numbers, and digital lines (ISDN).



### **Mobile services**

Examples of these services include standard mobile services, messaging (SMS and MMS) mobile email solutions such as BlackBerry and other Mobile Data solutions and mobile virtual private networks.

### **Broadband and other services**

Examples of these services include co-location, hosted and managed firewalls, internet connectivity including Ethernet and xDSL, leased line based services as well as private wide area network and other professional services.

### **Our obligations**

Like all UK communications operators, vivi™ has a number of obligations laid down in UK legislation. These are aimed at providing individual clients and small businesses, with both choice and consumer protection. vivi™ takes these responsibilities very seriously, while aiming to deliver excellent service and a range of services to meet our customers communication needs.

### **Installation of services**

We offer a wide range of services and our sales team can confirm the serviceability of your address for each of these services. Delivery timescales are agreed with customers in advance of installation.

### **Repair and maintenance**

vivi™ carry out preventative and corrective maintenance over its networks and services. Our aim is to minimise inconvenience and correct faults through remote diagnostic tools used at our National Service Centre and/or with other technical support centres.

However, should a network fault occur which is within our direct control, we aim to clear this type of fault (i.e. that does not require a customer visit) within 8 hours. We encourage our customers to call us for technical support, via our telephone support number regardless of the nature of the problem.

### **vivi™ employee identification**

All staff who visit customers premises carry official company identification e.g. a business card, which should be clearly displayed. Customers should request to be shown this identification if it is not immediately visible before allowing anyone into their premises.

### **Ceasing service**

Customers are able to cease their service with us at any time in accordance with the terms and conditions of their service contract.

### **Billing and payment**

We invoice our customers monthly. As part of the initial ordering procedure clients may need to pay a deposit in advance. This is calculated as part of a standard process and is determined by the customer's credit status, past history with vivi™ (if any), and the type(s) of service requested. If a deposit is required it will be returned, by credit to your account upon request, after a satisfactory period.

We expect customers to settle their bills within their agreed credit terms. There may be a non-standard charge for late payment. As a client you are responsible for any charges incurred on your account.

Customers are requested to pay their invoices within 7 days of receipt, Non-payments may result in a suspension in your services, which may also affect your inbound & outbound call traffic.



### **Prices**

vivi™ publishes its prices in electronic and paper form available from our sales and customer service teams. We may change these from time to time either permanently or for limited periods (offers and promotions) and will provide at least seven days public notification of such changes to our customers. Our intention is to be competitive with other leading communication providers and to offer our customers excellent value for money.

### **Credit policy**

We expect our clients to:

- pay their bills promptly
- inform us of any significant change in their circumstances, for example if you are going to be away for an extended period which may affect bill payment
- be straightforward with us when providing information
- If a customer experiences problems in paying their bill, vivi™ has a consistent policy designed to:
  - help the customer manage their costs
  - protect both vivi™ and clients in general
  - help minimise debt, suspensions and disconnection
  - promote good customer service

We offer a range of methods for customers to pay their bill and have a number of ways of helping customers minimise the risk of large debts for their communications services. The respective responsibilities will be made clear to both parties that clients are required to pay their bills within their agreed credit terms.

Where this does not happen, vivi™ may, according to its terms and conditions, chase payment by contacting the customer and / or sending reminders. If there is no response to the initial contact made and / or full payment of the arrears is not made, then the customers services may be restricted.

We will follow this by debt recovery procedures, which would include disclosure of relevant customer information to the appropriate credit vetting agencies leading to a possible bad credit history. Any debt recovery procedures will be carried out professionally and in accordance with relevant UK legislation and best industry practice.

If a customer is in genuine dispute with vivi™ and makes this known to us via written confirmation of full dispute, then the disconnection process may not be invoked, pending the outcome of the dispute resolution, any undisputed portion must still be paid in full.

We are aware that some customers can get into financial difficulties unintentionally, and this is taken into account when dealing with instances of non-payment. We will advise the customer of our processes to minimise debt and help them manage their bills. Customers may of course wish to take advantage of help from external debt Counselling agencies.

vivi™ reserves the right to disconnect any customer without notice if the company has reasonable grounds for suspecting that there is an unacceptable credit risk, for example through suspected illegal behaviour (e.g. fraud) or a breach of the contract with vivi™. We will carry out a review of any such decision if the customer requests it.

Any customer must settle any outstanding debts, and may be subject to credit checking and payment of any appropriate published reconnection charges, before new service can be re-provided. In the unlikely event that vivi™ were to disconnect a customer incorrectly the customer would be reconnected free of charge.



### **Resolution of complaints: What to do if you are not satisfied with our service**

If you are unhappy with our service please contact us and let us know. It is through your feedback that we are able to review and improve the service we provide. We are committed to addressing any complaints as fairly as possible and within a reasonable time.

If you are dissatisfied with any aspect of our service, please contact us and we shall do our best to resolve the problem as quickly as possible.

We operate a complaints procedure to help ensure that any complaints are dealt with to your satisfaction:

- you can phone us on 0844 441 4444 and our Customer Service Team will do all they can to resolve any problems while you are on the phone. If your problem cannot be resolved during the phone call we will agree a course of action with you.
  
- you can contact us by email at [support@vivivoip.com](mailto:support@vivivoip.com) and we aim to reply to you as quickly as possible.

As soon as we become aware of your complaint we give it a complaint reference number. If you are unhappy with the way in which your complaint has been handled you can ask for it to be escalated.

Escalation may happen immediately if you are on the phone or we shall arrange for a manager to contact you. In the unlikely event that your complaint has not been resolved by us to your satisfaction within a period of eight weeks, or if during the process of investigating your complaint a deadlock situation is reached, you have the option of referring your complaint for independent consideration.

### **Special needs**

At vivi™ we take our responsibility towards disabled customers very seriously. We are aware of the requirements of the current regulations (Telecommunications Services for Disabled Persons Regulations and the Disability Discrimination Act 1995) and have been working hard to accommodate their requirements.

We offer a number of different services for our customers with special needs. These services are designed to not only meet the demands of the current regulations, but to also enable us to offer the best possible service to these customers.

### **vivi™ literature**

If you would like to request any of our literature, including this code, in large print or audio format, please contact Customer Services with your full name, address and telephone number so that we can send it to you or contact you in the unlikely event of a problem.

### **Bill payment and protected service**

Disabled customers who are dependent upon the internet may nominate somebody who can help them deal with vivi™s bills, and their account in general.

Specifically, this nominee can:

- be the person to whom the customer's bill is sent.
- be the person to whom any enquiry will be made by vivi™ in the event of a bill not being paid.
- pay the bill on behalf of the customer - but will not be held legally liable for the bill



### **Confidentiality of customer information**

We will treat any information we have about you in confidence and will not disclose it to anyone except you, or in accordance with any instructions you have given us. However, there are circumstances in which we may be required by law to disclose information. Such requests normally come from Statutory Authorities, for example, Police Forces, Customs and Excise etc. Any such disclosure will be strictly controlled and will be made fully in accordance with current UK legislation, in particular the Data Protection Act

### **Communication with customers**

We believe in effective communications with our customers. Customers can contact us by phone on the numbers specified above (How to contact us ), or at any time by e-mail.

We will also promote our services, including special offers, through a variety of media. In doing this we will abide by the industry-accepted standards, in particular by:

- following the UK Direct Marketing Association guidelines on when to ring customers (only between 8.00 am and 9.00pm, unless specifically requested to call outside these hours)
- stopping specified promotional contact with individual customers if requested to do so by the customer and according to their wishes, in accordance with the Data Protection Act, Telephone Preference Service (TPS), Mailing Preference Scheme (MPS), and the Facsimile Preference Scheme (FPS)
- following the rules of relevant regulatory bodies such as the Independent Television Commission (ITC), Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS), Advertising Standards Authority (ASA), and Broadcasting Standards Commission (BSC)
- abiding by the Distance and Doorstep Selling, and other relevant UK and EU regulations. The existence of this code will be brought to customers attention in appropriate ways.

### **Social responsibility**

vivi™ takes its role within society and its responsibilities to its employees seriously. vivi™ is committed to developing and maintaining good environmental standards.

### **Review of this Code**

vivi™ will review this Code of Practice annually, or more frequently should events require such a review.