



1. THE PURPOSE OF THE CODE

This Code of Practice covers the business activities of Transglobal Telecom. The purpose of this Code is to provide our customers with a clear understanding of the policies, products, services and support services that we offer. The products and services we offer are subject to availability and may be changed from time to time - please refer to our website at www.transglobal-telecom.com for details, or contact us directly on the number listed below. This Code also explains how our customers may contact us and certain other independent organisations in the communications industry.

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2. ABOUT OUR COMPANY

It is Transglobal Telecom's stated aim to provide the following:

- a high quality service through specific attention to detail
- commitment to quality customer support, in a way that 'larger' service providers, or networks, all too often fail to provide
- competitive transparent pricing to all customers with regular reviews
- First rate telecommunications services

Transglobal Telecom provides both mobile phone services and fixed line (land line) voice telecommunications services to nearly over 2000 businesses and organisations throughout the UK. The company specifically targets the educational sector where it has a long track record for offering a very 'school friendly' bundle of products Transglobal also provides telecoms service to all industry sectors but has notable successes in the following areas:

- financial services
- estate and property agencies
- construction industry
- motor trade
- travel
- retail
- local government
- printing and publishing
- engineering
- agriculture
- manufacturing trades
- road haulage



We have produced this Code as part of our obligations as a Communications service Provider under the Communications Act 2003. Our Code has been submitted for approval to the UK communications regulator, Ofcom. We shall review the contents of this Code at least once a year to ensure it is up to date.

3. HOW TO CONTACT TRANSGLOBAL TELECOM

Postal Address:

Transglobal Telecom
The Communications Centre
65 College Road
Maidstone
Kent
ME15 6SX

Customer Service Team

Telephone: 01622 774900 Option 3
Fax: 0870 8703233
Email: custserv@transglobal-telecom.com

Sales Team

Telephone: 01622 774900 Option 1
Fax: 0870 8703233
Email: Sales@transglobal-telecom.com

Accounts Team

Telephone: 01622 774900 Option 2
Fax: 0870 8703233
Email: accounts@transglobal-telecom.com

Our opening hours are from:

Monday – Thursday 08.30am – 5.30pm
Friday 08.30am – 5.00pm
Closed UK bank holidays.

Contact numbers for out of hours

Orange Mobile Customers:

158 from your Orange handset
07973 100158 from a landline

Vodafone Mobile Customers:

121 from your Vodafone Handset
03333044444 from a landline



Alternatively you can contact us via our web-site at www.transglobal-telecom.com where you will find under account login, a section of the site where you can:

- change mobile network features
- view & print online invoices
- GSM mobile tracking
- setup or amended mobile authorised number lists
- add online users

4. OUR SERVICES

Core products

Transglobal Telecom has an excellent range of core products to offer business customer as follows:

- Fixed line calls – *seamless switchover, charges on average 30% below BT's standard pricing*
- BT line rental for analogue or ISDN – *up to 15% below BT costs*
- Broadband 'Business Grade – *low contention ratio, full tech support*
- 118 773 Transglobal Directory Enquiries – *only 35p per call*
- International low cost tariff – *bespoke to destination requirements*
- Mobile call s and handsets direct from Orange and Vodafone
- Mobile data

In addition Transglobal Telecom can also provide:

- Digital leased lines for end-to-end un-contended 2mb plus broadband
- Hosted voice recording & IVR platforms
- Freephone services
- Fraud protection
- Non-geographic and premium rate services
- Voice over Internet (voip)

Transglobal Telecom procures all of its services on the wholesale telecoms market from 'Tier One' carriers only, such as:

- Gamma Telecom
- Carphone Warehouse plc
- Orange
- Vodafone
- Thus plc
- Colt plc
- BT (with whom the company is a fully accredited 'partner')

Customers wishing to order any of the services offered by Transglobal Telecom should initially contact us via telephone, email or in writing.

The duration of the contract for specific products and services will be discussed with you prior to your contractual commitment; the contract duration will also be confirmed in writing as part of your agreement. You may request a copy of our terms & conditions before any contractual commitment is made.

We reserve the right to disconnect any of our services and cease to supply products if you breach our terms and conditions. You are entitled to cancel or terminate any contract with us provided you follow the cancellation and termination procedures identified in our contract terms and conditions.



We will be pleased to explain our products and services and our terms and conditions to you before you decide to commit to any contract with us.

The terms and conditions of supply of the products and services we offer can be found on our website www.transglobal-telecom.com

5. PRICING AND BILLING

Up to date and detailed pricing information is available upon request and we aim to ensure you understand and are fully aware of the price of our products and services before entering into any contractual agreement with us. If you do not pay any amount due or if you are late in making payment then we reserve the right to charge interest on any overdue amount until the outstanding amount is settled in full. We also reserve the right to suspend or terminate service if you do not make payment when due.

As standard we provide an invoice and report which clearly show the charges for using our services.

We accept payments by Direct Debt, Credit Card, Cheque or Standing Order Mandate. Payments are due 14 days after invoicing. We reserve the right to ask you for a deposit as part of the initial ordering process or if you default on any payment due to us.

If you have any queries about our pricing or billing arrangements you can contact us by telephone, email or post.

6. CUSTOMER SERVICE

If you have any questions relating to our products and services please contact the Customer Service team by telephone, email or post.

7. REFUND POLICY

Our policy is to refund any charges incorrectly invoiced to customers. This covers call charges and line rentals and is based on a principle of full refund of the overcharge.

8. COMPLAINTS AND DISPUTE RESOLUTION

Transglobal Telecom is committed to providing excellent customer service. Should you have an issue with any aspect of our products, or service, there are a number of ways that we can try to resolve your query. Your first course of action should be to speak to us by telephone; we will try to resolve your query there and then. If no-one is able to resolve your issue, arrangements will be made for us to call you at the earliest opportunity. In the event you remain dissatisfied with the solution or explanation offered we request you raise a formal complaint in writing:

Email to EK@transglobal-telecom.com or posted to:

The Managing Director
Transglobal Telecom
The Communication Centre
65 College Road
Maidstone
Kent
ME15 6SX

Transglobal UK Ltd, The Communications Centre, 65 College Road, Maidstone, Kent ME15 6SX
Telephone: 01622 774900 – Fax: 01622 774901 – Email: sales@transglobal-telecom.com – www.transglobal-telecom.com



We aim to acknowledge all letters of complaint within five days of their receipt. We will give you a case number, the name and job title of the person handling your complaint at Transglobal Telecom .

A full response will be sent to you within ten days unless your complaint requires further investigation. We may, for example, need to consult with our colleagues in other departments, and in these circumstances we will send a full response to you within four weeks. In exceptional circumstances, the longest we will take to send you a final response will be eight weeks.

Dispute Resolution

Transglobal Telecom is committed to providing its customers with an excellent customer experience. Should an issue arise then our Customer Services team will aim to resolve this quickly and efficiently by either telephone or e-mail support. Our objective is to ensure that the matter is resolved promptly and that corrective action is taken wherever possible to prevent reoccurrence.

If you are not happy with the response then you may ask for the matter to be escalated to the appropriate manager for further investigation.

We are registered with the Office of the Telecommunications Ombudsman ("OtelO"), which is an independent body that has been approved by the communications regulator, Ofcom, to handle disputes between communication companies and their small business customers. If we have not resolved your complaint to your satisfaction after 12 weeks or if you have received a letter from us saying that we have made our final decision on your complaint and we have reached "deadlock", you may make a complaint through OtelO.

OtelO

PO Box 730

Warrington

WA4 6WU

Telephone 0330 440 1614

Or 01925 430 049

E-mail enquiries@otelo.org.uk

Web site: [http:// www.otelo.org.uk](http://www.otelo.org.uk)

9. CONTRACT CONDITIONS

Transglobal Telecom's minimum standard contract length is 24 months unless otherwise agreed.

In the event of terminating the agreement Transglobal require 30 days notice. Requests must be received in writing from the contract signatory via post or fax. Termination costs may apply and will be detailed in writing to you.

The Managing Director
Transglobal Telecom
The Communication Centre
65 College Road
Maidstone
Kent
ME15 6SX

Fax 0870 870 3233



10. HOW TO OBTAIN THIS CODE OF PRACTICE

This Code of Practice is published on our Web site at www.transglobal-telecom.com
Additional copies are available on request and free of charge to any business customer. It is also available in large print.

11. CONTACT DETAILS OF RELATED ORGANISATIONS

Otelo
PO Box 730
Warrington
WA4 6WU
Telephone 0330 440 1614 or 01925 430 049
E-mail enquiries@otelo.org.uk
Web site: [http:// www.otelo.org.uk](http://www.otelo.org.uk)

Ofcom
Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel: 0845 456 3000 or 020 7981 3040
Email: contact@ofcom.org.uk
Web site: www.ofcom.org.uk

Telephone Preference Service (TPS)
DMA House
70 Margaret Street
London
W1W 8SS
Email: tps@dma.org.uk
Web: www.tpsonline.org.uk
Tel: 020 7291 3320
Fax: 020 7323 4226

12. ADDITIONAL INFORMATION

Ofcom, the regulator for the UK communications industry, has approved this Code of Practice for the purposes of section 2 of the Communications Act 2003. The Guidelines for producing codes of practice can be found on Ofcom's website at www.ofcom.org.uk
If you have any questions regarding this code of practice, please e-mail enquiries@transglobal-telecom.com

Transglobal Telecom Consumer Code of Practice: V2_29.04.09