

1. Introduction

This code provides information on how to contact timetalk, where to find information on timetalk services and what to do if you wish to make a complaint. We will ensure that this Code of Practice is kept up to date and relevant. The aim of this Code is to give you clear and concise information. It does not affect your statutory rights, nor does it form part of your contract with us.

2. About timetalk

timetalk is an Internet Service Provider whose mission is to deliver great services to our customers at the lowest possible prices. We pride ourselves on offering value for money and delivering excellent customer support from UK only call centres.

We may be relatively new to the UK consumer market, but our management has a wealth of experience, having been involved in managing Internet Service Providers for over 14 years. It may not sound like much, but in this industry that's a long time.

timetalk is able to offer broadband services suitable for the needs of our customers, from occasional web browsing and email, to intensive gaming and online media users. With attractive calling plans and line rental, we are able to provide packages for all your telephone and Internet needs.

All timetalk services are provided over the BT network. We want your business and we go that extra mile to make switching to timetalk as easy and as cost efficient as possible, even if you currently receive your services from an LLU provider such as Talk Talk. Switching from an LLU provider back to a BT provider can prove a costly exercise, sometimes costing as much as £130. However, switch to timetalk and we will meet those costs.

timetalk is a trading name of Supatel Limited, a Cypriot company which has its registered office address at:

STADYL Building,
Corner Them,
Dervis-Floris Street,
CY-1065, Nicosia,
CYPRUS

The timetalk website can be found at www.timetalk.co.uk Our UK support is outsourced to Total Care and Support Limited whose address is:

Timetalk
TCS Support Centre
Time Technology Park
Blackburn Road
Burnley
Lancashire BB12 7TW

3. Contact details

Full contact details can be found at:
<http://www.timetalk.co.uk/contact-us-for-broadband-phone-line/>

For your information and in common with many service-related businesses, we may monitor and record calls to ensure quality of service is maintained and in order to serve you better. There are a number of different departments that handle specific issues. In order to receive the most

efficient service, we ask that customers contact the department most relevant to their specific query. The principal departments are

- **Billing** for all account and payment enquiries

Email: customerservices@timetalk.net
Phone: 0845 129 4432 (calls charged at local rate, lines open Mon-Fri, 9.00am-8.00pm and Saturday from 10.00am-4.00pm)

Please note, no technical or set-up queries can be handled on this line.

- **Terminations** for all cancellation requests

Phone: 0845 129 2917 (calls charged at local rate, lines open Mon-Fri, 9.00am-7.00pm)

Please note, no technical or set-up queries can be handled on this line.

- **timetalk Sales**

timetalk products are carrier pre-select (CPS) or residential voice tariffs for home telephone customers.

To set up a timetalk account or enquire about a timetalk products
Phone: 0800 138 1912 (calls charged at the local rate, lines open Mon-Fri, 9.00am to 6.30pm and Saturday 10.00am to 4.00pm)
Email: sales@timetalk.net

Please note, no technical or set-up queries can be handled on this line.

- **timetalk Technical Support**

For all technical queries relating to timetalk products, please call:
Phone: 0845 129 4431 (calls charged at the local rate, lines open Mon-Fri, 9.00am-8.00pm, Saturday 10.00am-4.00pm)
Email: bbsupport@timetalk.net

Broadband address or number changes
Phone: 0845 129 4431 (calls charged at the local rate, lines open Mon-Fri, 9.00am-8.00pm, Saturday 10.00am-4.00pm)
Email: addresschange@timetalk.net

Should you experience a fault on your line please contact BT's fault repair service.
Residential customers
Freephone 0800 800 151
24 hours a day, 7 days a week

Details of currently available timetalk products, together with tariffs can be found at <http://www.timetalk.co.uk/fast-broadband-phone-line/>

- **Customer Support for Anti Virus, Smart Router, and Internet Booster**

Phone: 0845 129 4431 (calls charged at the local rate, lines open Mon-Fri, 9.00am-8.00pm, Saturday 10.00am-4.00pm)
Frequently Asked Questions may be found by visiting:
<http://www.timetalk.co.uk/antivirus/>

• Editorial for content and portal services

For editorial queries regarding content on the timetalk portal, or queries regarding content or interactive service partnerships, please email: theaditor@timetalk.net
You should allow up to two working days for a reply.

• Sales of ISP and other products

Sales hotline: 0800 138 1912 (lines open Mon-Fri from 9.00am to 8.00pm and on Saturdays from 10.00am to 4.00pm). All calls are charged at local rates.
Sales email: sales@timetalk.net you should receive a reply within 24 hours on a working day.

• Webmaster and abusive or offensive behaviour

For non-editorial issues relating to the timetalk portal, such as broken links or inoperative services, or to report abusive or offensive behaviour that is contrary to timetalk's service terms and or acceptable use policy, please email: webmasterteam@timetalk.net

When dealing with abusive reports, they will be investigated and appropriate action will be taken in line with our Terms & Conditions.

• Legal Department

To contact our legal department, please email: legal@timetalk.net

4. Terms & Conditions

Our standard terms and conditions apply to all goods and services provided to you by timetalk. If you order online copies in a durable format, they will be provided and/or made available to you prior to or at the time that you order services from timetalk. Otherwise, and additionally, copies will be provided to you in hard copy or durable format when you receive confirmation of your order. In addition, there is a click-through link entitled 'terms and conditions' at the foot of each page on our website linking to our information page at <http://timetalk.co.uk/info>. This page contains links to all documents and policy relevant to our services, including our terms and conditions, from where our terms and conditions can be read or downloaded in PDF format. To access our terms and conditions in PDF format, please visit <http://www.timetalk.co.uk/info> or click on any of the web links shown below in PDF format:

- 4.1. Multi Play Package Terms
http://www.timetalk.co.uk/uploads/Multi_Play_Package_terms.pdf
- 4.2. Service Terms - Broadband
http://www.timetalk.co.uk/uploads/Service_Terms_Broadband.pdf
- 4.3. Service Terms – CPS and Line Rental
http://www.timetalk.co.uk/uploads/Service%20Terms_CPS_and_Line_Rental.pdf
- 4.4. Residential Terms and Conditions
http://www.timetalk.co.uk/uploads/Residential_terms_and_conditions.pdf
- 5. Data protection

timetalk treats your privacy and data protection seriously and complies with all relevant data protection legislation. More information and to read our Privacy Policy and our Cookie Policy please visit <http://timetalk.co.uk/info>.

6. Complaints

If you wish to make a complaint, your first point of contact should be our customer service department, whose contact details are in section 3 above. We ensure that each customer service advisor is trained to resolve customer complaints as quickly and efficiently as possible so they will hopefully be able to satisfactorily resolve your complaint.

Please refer to our "Customer Complaints Code – How to complain about our service" which is intended to provide specific guidance and information on how to complain, the procedure we follow and what you can expect from us. A copy of our Customer Complaints Code can be found on our website at <http://www.timetalk.co.uk/info> or can be requested from Customer Services.

7. Dispute Resolution

We aim to provide an efficient and swift response to all customer problems. Problems that are unresolved will be escalated to the relevant department heads and managers until an acceptable resolution is achieved. Should, having gone through that process, we are still unable to resolve a dispute between ourselves, you may refer your complaint to CISAS, of which timetalk is a member. CISAS is a free and independent Alternative Dispute Resolution Service approved by our industry regulator. CISAS will only accept complaints for determination if eight weeks have elapsed since you first made your complaint or we have issued you with a 'deadlock' letter. For full details of the scheme and how to apply to CISAS for resolution of your complaint, please visit <http://www.cisas.org.uk> or by writing to them at:

CISAS
70 Fleet Street
London
EC4Y 1EU
Telephone: +44 (0)20 75203814
Fax: +44 (0)20 7520 3829
Email: info@cisas.org.uk

You may also find the following addresses useful:

OFCOM
Office of Communications
Riverside House
2A Southwark Bridge Road
London SE1 9HA
Telephone: 020 7981 3040 or 0300 123 3333
Fax: 020 7981 3333
Email: contact@ofcom.org.uk
Website: www.ofcom.org.uk

Phonepayplus
4th Floor, Clove Building,
4 Maguire Street,
London SE1 2NQ
Telephone: 0800 500 212 or 020 7940 7474 (9.00am – 5.00pm, Monday to Friday)

Website: www.phonepayplus.org.uk

8. Minimum contract period

Minimum contract periods of 12, 18 or 24 months apply depending upon your chosen service and/or package. You may upgrade your service or package at any time but this may be subject to you committing to a further minimum contract term.

Should you wish to cancel your service and/or move to another supplier during your minimum contract period, you can do so, but early termination and other charges may apply. Where they do, the amount that you will have to pay will be based on the amount you would have otherwise have paid during the remainder of the minimum period (assuming that you would have used the services to the minimum extent possible) less any costs savings we may be able to make by not having to provide the services, less an allowance to take into account us receiving early payment. We are in the process of reviewing our terms and conditions to reflect this approach and once approval has been obtained from OFCOM the necessary changes will be made. In the intervening period, the approach set out above will be applied and will override our current terms.

Where possible, we will provide broadband customers wishing to migrate to other ISPs with a MAC-code, meaning they can transfer their broadband service without losing connectivity or having to cease their existing broadband line.

For no-ties products, where available, the minimum requirement is for 30 days notice of cancellation, again subject to relevant Terms & Conditions.

9. Ordering timetalk services

Customers can enquire online by visiting www.timetalk.co.uk or alternatively by calling our sales support department on **0800-138 1912**, where someone will be delighted to assist you. Our sales support lines are open Mon-Fri from 9.00am to 8.00pm and on Saturdays from 10.00am to 4.00pm and calls to these lines will be charged at local rates. Calls may be recorded and/or monitored for quality and/or training purposes.

timetalk does operate an outbound telesales team and customers may be contacted from time to time to be informed about offers, upgrades and new services. All orders taken over the telephone will be subject to the appropriate distance selling regulations and details of your rights under these regulations will be explained to you verbally at the time you place an order, including any applicable cooling off periods and other rights, and subsequently confirmed to you in writing. If your order is accepted you will receive an order confirmation, setting out full details of products ordered, prices, payment terms and any other relevant information, including a copy of the applicable terms and conditions.

For a full list of available tariffs, including international charges, please visit: <http://timetalk.co.uk/info>

10. Cancellation of timetalk services

- If you wish to cancel any of your timetalk services please call 0845 129 2917 (calls charged at local rate, lines are open Mon-Fri, 9.00am-8.00pm)

All cancellation requests are subject to the relevant Terms and Conditions. timetalk products may be cancelled at any time subject to a notice period of not less than 30 days in writing to the address above, or by contacting the timetalk Billing Department on 0845 129

4432 (calls charged at local rate, lines open Mon-Fri, 9.00am-8.00pm and Saturday from 10.00am-4.00pm). Early termination and other charges may apply. Please refer to the terms and conditions for the relevant service for full details.

11. Billing information

Fixed charges such as line rental and broadband subscriptions that do not vary according to usage are generally payable monthly in advance. Charges that are usage related, such as call charges, are generally payable monthly in arrears. Payments will be collected using the selected payment method. Direct debit and credit/debit card payments will be collected on or around the 1st of each month, directly from your bank or credit card. Certain payment methods (for example payments by credit card) may attract an additional charge. Please refer to the relevant terms and conditions for full details.

You can view your bill around 27th of each month by going to www.showmybill.com.

Please note that the first collection will consist of one month's charges in advance together with a pro-rata charge covering the period from sign-up to the end of the billing period for the month in question. As a result, **your first bill only** may be for an amount in excess of the standard monthly recurring fixed charges. Payments for hardware or connection charges are generally taken at the time of sale.

To change payment bank details or update credit card or direct debit details please visit www.showmybill.com or contact our billing department by email or telephone (see section 3 for details) and we shall be happy to assist. For all billing related enquiries, please contact the timetalk billing department on:

Email: customerservice@timetalk.net

Phone: 0845 129 4432 (Calls charged at national rate, line open Mon-Fri 9:00am to 8:00pm, Sat 10:00am to 4:00pm).

Alternatively you can write to the Billing Department at the address given in section 3 above.

To assist with and to efficiently manage the setting up of payment instructions and the administration of payments, timetalk uses Intouch as a collection agent.

12. Managing your account

Customers may access information about their account by visiting www.showmybill.com

You will need to use your timetalk username and password to access this service.

The service allows customers to carry out a range of functions, including:

- View current package details and pricing
- Check up-to-date usage and any applicable usage allowances
- Obtain anti-virus product keys (if registered for use on your account)

13. Accessibility

To order a copy of this Code of Practice in large font, please contact the timetalk legal department at the email address: legal@timetalk.net.

14. Online Help

We aim to make it as easy as possible for customers with questions or problems to find the help they require online. You can do this by visiting <http://www.timetalk.co.uk/> and reading our Blog section. Our aim is to constantly increase the amount of information available on our site in line with the requirements of our customers. If you have any suggestions we would be pleased to hear them. Please email our webmaster at webmasterteam@timetalk.net

15. Premium Rates Services (PRS)

Premium rate service calls are numbers that generally begin with 09, 118, 0871, 0872 and 0873. In the case of mobile services premium rate service calls are four or five-digit short access codes, followed by a descriptive key word.

Premium rate services offer information and entertainment through a variety of media, including phone, internet, mobile and TV. Services range from sports results, voting and adult entertainment to competitions, chat lines, horoscopes and business information services. Premium rate service calls are typically more expensive than standard calls and operate on the basis of generating revenue for the service provider.

On request, timetalk can offer a facility for barring calls to premium rate numbers by calling our customer service team on 0845 129 4432 (calls charged at local rate, lines open Mon-Fri, 9.00am-8.00pm and Saturday from 10.00am-4.00pm)

16. Role of PhonepayPlus

PhonepayPlus regulates premium-rate phone numbers and services in the UK to protect the consumer through its code of practice. PhonepayPlus investigates complaints about the promotion and operation of services that involve the use of a telephone connection via a premium-rate number. PhonepayPlus has power to impose sanctions if the code of practice is breached. The premium rate service provider is responsible for complying with most of the obligations imposed by the PhonepayPlus code of practice.

17. How to complain to PhonepayPlus

PhonepayPlus can only deal with complaints regarding premium rate numbers. Before submitting a complaint about a particular number, PhonepayPlus recommends that you visit its number checking facility about the number in question by using PhonepayPlus website [Here](#).

There are a variety of ways to submit a complaint to PhonepayPlus:

- If you have a hard copy of a promotion of the premium rate service you wish to complain about (e.g. a page from a magazine), you can make your complaint in writing, with a copy of the promotion, to: PhonepayPlus, FREEPOST WC5468, London, SE1 2BR
- by using PhonepayPlus' online complaint form, which can be found at www.phonepayplus.org.uk
- By calling PhonepayPlus' free helpline, on 0800 500 212, between the hours of 9.00am and 5.00pm, Monday to Friday, excluding bank holidays.

18. Telephone Preference Service (TPS)

The Telephone Preference Service (TPS) is an opt-out register enabling people to register their wish not to receive unsolicited sales and marketing telephone calls. It is a legal requirement that companies do not make unsolicited sales and marketing calls to numbers registered on the TPS, unless they have your consent to do so.

You can register on the TPS free of charge by going to <http://www.tpsonline.org.uk/tps/> or by calling them on 0845 070 0707.

19. Fax Preference Service (FPS)

The Fax Preference Service (FPS) is an equivalent register enabling people to register their wish not to receive unsolicited sales and marketing faxes. You can register on the FPS free of charge by going to <http://www.mpsonline.org.uk/fps/what/> or calling them on 0845 070 0702.

20. Number Translation Services

Number translation service calls are calls to certain numbers identified in the National Telephone Numbering Plan as "special service" numbers. Such numbers are typically prefixed by "08", such as 0845, 0870 and 0800 Freephone numbers.

NTS numbers are used by organisations and individuals to provide a wide range of services, including sales lines, customer service/enquiries and recorded information services.

Our charges for certain number translation service calls can be found on our website <http://www.timetalk.co.uk/info>

21. Contact Us

If you have any queries or concerns about premium rate or number translation services or if you would like to discuss any charges for premium rate or number translation services found on your bill, please call timetalk customer services on 0845 129 4432

22. Availability of this Code of Practice

This Code of Practice is available to download free of charge from our website, www.timetalk.co.uk. Alternatively, you can call timetalk customer services on 0845 129 4432 to request a free hard copy (calls charged at local rate, lines open Mon-Fri, 9.00am-8.00pm and Saturday from 10.00am-4.00pm)