



- 📍 TIC  
Vulcan House  
Pendeford Business Park  
Wolverhampton  
WV9 5HA
- ☎ 0333 006 3333
- ✉ [sales@ticcomms.co.uk](mailto:sales@ticcomms.co.uk)
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## **CODE OF PRACTICE REGARDING COMPLAINT HANDLING FOR SMALL BUSINESS CUSTOMERS**

This code is intended for the benefit of all TIC small business customers who may wish to make a complaint. It provides information on how to contact us, the products and services we offer and your rights and obligations.

### **How to Contact Us**

Telephone      0333 006 33333  
Fax                08712 303 933  
E-Mail            [sales@ticcomms.co.uk](mailto:sales@ticcomms.co.uk)  
Web site         [www.ticcoms.co.uk](http://www.ticcoms.co.uk)

If you would prefer to write to us our address is:

TIC  
Vulcan House  
Pendeford Business Park  
Wobaston Road  
Wolverhampton  
WV9 5HA



## **Our Commitment to You**

TIC is committed to giving you the highest quality of services. We make every reasonable effort to supply the services that satisfy your requirements.

## **Our Products and Services**

- Telephone systems and equipment
- System service contracts – in order to provide maximum service for the life of your telephone system our contracts normally cover for 7 years and are renewable beyond this time subject to the agreement of both parties.
- Lines & calls – TIC delivers to you telecommunications services provided by BT Wholesale and other major carriers. Due to the highly competitive nature of the telecoms industry our tariffs are constantly changing. Tariffs are available upon request. We provide single and multi line PSTN lines, ISDN2 circuits, ISDN30 circuits, carrier pre selection and broadband services. In order to provide maximum value for the life of your telephone system our lines & calls contracts normally cover 7 years and are renewable beyond this time subject to the agreement of both parties.
- Cellular phones – TIC are able to offer the full range of mobile providers.



## **Cancellation of Service**

Please note that our services are subject to a minimum contract period and therefore you may be charged an early termination fee should you terminate the contract before the end of the minimum term. Full Terms & Conditions are on the back of the contracts.

## **Billing & Payment Terms**

Invoices relating to calls and lines are invoiced on or around the 10<sup>th</sup> of every month our main payment option is Direct Debit however in a small case of customers payment by cheque is allowed on the condition that TIC are in receipt of payment no later than 14 days from date of invoice. Should we not receive payment within 14 days you shall be contacted by one of our customer service team advising you of the outstanding balance allowing 7 days for the invoice to be settled. If the invoice remains unpaid then your lines will be disconnected and you will be unable to dial out or receive calls. Once your unpaid account is settled then your lines can be reconnected; however please note that there will be reconnection charge.

Invoices relating to maintenance are invoiced annually in advance. Other invoices are either paid by Direct Debit or by cheque. Should we not receive payment by the allocated date then a reminder letter will be sent; after a further 7 days a final reminder letter will be sent. If after 7 days the invoice still remains unpaid the issue will be passed on to our legal team.



## Complaints

No organisation can be free of all problems and we may occasionally fail to meet our normal expected standards. If, as a customer, you are unhappy with our service, please let us know so that we can settle the issue as quickly and smoothly as possible. In the event that our customer service team are not able to resolve the complaint please write to address on the first page stating your complaint.

In the unlikely event that TIC is unable to resolve the complaint you are able to lodge your complaint with CISAS who TIC are subscribed to.

CISAS  
12 Bloomsbury Square  
London  
WC1A 2LP

Telephone      020 7421 7444  
E-Mail          info@arbitrators.org