

Truphone (Software Cellular Network Ltd)

## Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

<b>1: Introduction</b>	Truphone is the trading name of Software Cellular Network Ltd a company registered in England and Wales with the Number 04187081 at the registered address Carmelite, 50 Victoria Embankment, London EC4Y 0DX
	Truphone is a service which allows subscribers to make mobile phone calls, with mass market smartphones, using VoIP over wireless LAN. When in Wifi range, calls are routed over the internet and are charged at VoIP rates, rather than at normal mobile phone call rates. When not in Wi-Fi range, the converged handsets revert to their standard, GSM service.
<b>2: Contact details</b>	
	<b>Registered Address and Correspondence for Complaints</b>  Truphone Software Cellular Network Ltd Carmelite, 50 Victoria Embankment, London EC4Y 0DX  Customer service e-mail: <a href="mailto:feedback@truphone.com">feedback@truphone.com</a>  +44(0)2030026550  Web site: <a href="http://www.truphone.com">www.truphone.com</a>  <b>Head office</b>  Truphone Software Cellular Network Ltd 4 Royal Mint Court London

	EC4Y 4HJ
<b>3: Terms and conditions, including prices and tariffs</b>	<p>Full terms and Conditions for the Truphone Service are available at <a href="http://www.truphone.com/legal">http://www.truphone.com/legal</a></p> <p>Full tariffs are available at <a href="http://www.truphone.com/cost">www.truphone.com/cost</a> and <a href="http://www.truphone.com/help/tariff.tru">http://www.truphone.com/help/tariff.tru</a></p> <p>Any changes to the terms and conditions and to tariffs will be reflected on the website. Any queries regarding these should be notified to <a href="mailto:support@truphone.com">support@truphone.com</a> and the customer service team will respond in a timely manner.</p>
<i>Our services</i>	<p>The Truphone Service allows you to make low cost VoIP calls from your mobile phone when registered to the Truphone service via a correctly configured and authorised Wireless Lan or 3G data account (AP). You are also issued with a Truphone Number which allows you to receive calls on your Truphone Number. Truphone calls are free when both parties are "online". (this does not include any 3<sup>rd</sup> party charges that may be incurred for data connection)</p> <p>The Truphone Service is currently an Add On service which you may use with a compatible mobile phone and NOT a replacement for your normal phone service. (Compatible mobile phones are listed on the Website).</p> <p>The Truphone Service is available as described in the Website (<a href="http://www.truphone.com">www.truphone.com</a>) and the Terms and Conditions published on that website. There are no additional service contracts or elements other than those described in full at <a href="http://www.truphone.com">www.truphone.com</a>.</p>
<i>Access</i>	<p>Any additional services that are introduced will be notified to you on the website and will be available through the website and/or via SMS download.</p>
<i>Pricing information</i>	<p>There is no minimum contract term or fee to sign up for a Truphone Account.</p> <p>All of the details on the costs of the service/s are found at <a href="http://www.truphone.com/cost">http://www.truphone.com/cost</a></p>
<i>Contract conditions</i>	<p>Standard conditions:</p> <p>Full terms and conditions can be found at <a href="http://www.truphone.com/legal">http://www.truphone.com/legal</a></p> <p>There is no minimum contract term. You may cancel your contract at any</p>

	time by sending an email to support@truphone.com
<b>4: Customer service</b>	
<i>Compensation or refund policy</i>	You may request a refund for unused credit in your account by sending an email to support@truphone.com. Refunds will only be available for credit purchased directly by You and not through any special offers, prepaid cards, vouchers or similar mechanisms. Refunds shall not be made for balances under GBP1.00 or the equivalent based on the exchange rate of Barclays Bank plc.
<i>Complaint handling process</i>	<p>Truphone endeavour to make the customer experience a very good one. We take customer complaints very seriously and you can contact us at <a href="mailto:feedback@truphone.com">feedback@truphone.com</a> if you need to make a complaint about our service. Alternatively you can call +44(0)2030026550</p> <p>We will try to resolve your complaint quickly and to both parties satisfaction.</p>
<i>Alternative dispute resolution procedure</i>	<p>If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through CISAS an independent alternative dispute resolution scheme. We will provide you with details of this service. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.</p> <p>Contact details</p> <p>CISAS 24 Angel Gate City Road London EC1V 2PT</p> <p>Telephone 0845 1308 170</p> <p>E-mail <a href="mailto:info@cisas.org.uk">info@cisas.org.uk</a></p> <p>Web site: <a href="http://www.cisas.org.uk">www.cisas.org.uk</a></p>
<b>5: How to obtain this Code of Practice</b>	
	This Code of Practice is published on our Web site at <a href="http://www.truphone.com/legal">http://www.truphone.com/legal</a> Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print on request.

<b>6: Additional information</b>	This code of practise will be reviewed regularly and any material change and/or addition to the service/s will be reflected in this code.
	This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at <a href="http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf">http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</a>