

Code of Practice

The Arrow Group

Revised: October 2020

1. About Arrow

The Arrow Group, which includes Arrow Business Communications Limited and Arrow Business Communications (Scotland) Limited (Arrow) is an independent provider of intelligent solutions that give business customers greater control of their telecommunications spend. Using our powerful assessment tools, we offer impartial advice and recommend the best combination of voice and data products to achieve the high standards of value, efficiency and flexibility that our customers demand. Once a solution is in place, our management tools give businesses the clear detail, logical systems and dedicated support they need to retain maximum efficiency as they move forward.

2. The Purpose of this Code of Practice

This code of practice is designed for consumers or business customers and outlines the way in which we will manage our ongoing relationships with our customers. The objective of this code is to ensure that Arrow provides its customers with standards of protection equal to or better than those provided by the law.

This code highlights the responsibilities we have to you in terms of data protection, how we support our customers and key contact points. This code is designed for customers that take any telecommunications services from Arrow.

We provide our customers with high levels of service and independent advice, however, please note that if you are a business customer with more than 10 employees, your rights and obligations are defined in your contract and certain aspects of this code of practice may not apply. In this code of practice the terms 'you' mean 'you' our customer (whether business or personal) and 'us' or 'we' means Arrow.

3. Contacting Arrow

Arrow can be contacted as follows:

Phone	0330 440 4444
Post	Arrow Business Communications Ltd, 1st Floor, The Wharf, Abbey Mill Business Park, Lower Eashing, Surrey, GU7 2QN
Email	enquiries@arrowcommunications.co.uk
Website	www.arrowcommunications.co.uk

Please note that if you are writing to us then we recommend that you send your letter by Royal Mail Recorded Delivery®

4. General Philosophy

We specialise in providing our customers with an exceptional level of support, together with invoicing and account management tailored to the specific needs of the business customer.

We provide services using other companies' networks that allow us the freedom to negotiate cost-savings to pass on to our customers, as well as ensuring that our product range is always developing and avoids the cost constraints of running our own network. We will manage your connection to these networks on your behalf and provide you with the billing information and fault resolution process you would expect, but we do not run the network ourselves. If you have a mobile phone or mobile data service from Arrow, it is important to note that the service operates using radio waves and there may be certain areas where it is impossible to use the service.

5. Range of Services

Arrow specialises in telephony, data, IT and energy solutions for businesses. We offer a diverse product range ranging from hosted telephony and mobiles through to mobile device management, telephone systems, IT services, voice and data connectivity. The addition of business energy, including gas, electricity and water services, to the portfolio makes Arrow one of very few companies in the UK able to provide a full energy, telecoms and IT consultancy and service proposition.

Details of the specific conditions relating to your contract are set out in the documentation provided when you first subscribed to our services and on our website <https://www.arrowcommunications.co.uk/legal>. You should note that these terms and conditions are specific to the service being supplied and, for example, those for lines and calls may vary from those for mobile. Additionally, contract lengths may vary according to the minimum term you agreed to at the beginning of your service provision. Our standard contract lengths are either 12, 24, 36 or 60 months. If you are unsure about your contract or about which terms and conditions apply to your contract, please contact us.

Prices of Services

Arrow endeavours to ensure that at all times its pricing is competitive within the market and reflects new tariffs or service offerings. If you are interested in our solutions then contact customer services and they will happily advise you of the price of any charge for the service(s) you are connected to. Additionally, they can email information to you on request.

From time to time we may change our prices and we will write to you to advise you of any changes that occur. Some specific aspects of the charges may be agreed between you and Arrow during the sales process, however, these will be confirmed in writing or email or detailed on the completed order form to prevent any possible confusion.

Ordering Services

If you would like to order a service from Arrow then please contact our customer service team. You will need to provide us with a number of items of information, depending on the desired service to enable us to correctly provision your requirements. One of our customer service team will guide you through this process.

We will carry out standard credit checks prior to connecting your service and we reserve the right to request a deposit prior to connecting you, or to restrict the range of service you have available (for example access to international or roaming call usage) until you have run your account to our satisfaction for a period of three full calendar months.

Additionally, we may request that you provide us with some proof of identity, address or levels of spend with a previous telecoms company. If you are a new customer to Arrow and have not yet set up a business credit account then any hardware equipment ordered from Arrow, connection fee (if applicable) and the first months' line rental may require payment in advance, prior to dispatch of the equipment.

Right to Cancel

If you are a consumer or a small business and you order a service from Arrow and you wish to cancel within the initial 14 days of delivery of your order, then you are entitled to do so. Please contact our customer services team for advice on how to return any equipment supplied. However, please note that it is your responsibility to safely return any goods supplied and all goods must be returned in their original packaging and in an 'as sold' condition. We reserve the right to charge for equipment not returned correctly or for any missing or damaged items that were contained within the original equipment supply.

After the 14-day period, you will be required to keep the service and pay the monthly fee (if applicable) for the minimum period outlined in the contract for this specific service. This is usually

a minimum period of 24 calendar months from connection of the service. Should you wish to cancel your agreement at the end of the minimum period then please write to Arrow and provide details of your account number, telephone number(s) and service(s) you would like to cancel. We normally require a minimum of 90 days' notice to be given, however, a different period may apply for certain services as detailed in our original written communication. We will contact you on receipt of this communication in order to understand your reasons for cancellation and to see if we can offer you an alternative solution that might be more suited to your needs.

6. Customer Services

As mentioned previously, we pride ourselves on offering high levels of customer service. Please find below some specific information about the service related points that you might be interested in. However, should you have a query that is not covered in this information then please feel free to contact us (detailed in section 3 of this document) Please note that all calls to or from Arrow may be recorded or monitored for training or security purposes.

6.1 Service Standards

- Our customer services are available Monday to Friday 08:00 – 18:00 although we may close earlier on days prior to UK holidays (Christmas, Easter etc.)
- We endeavour to answer 90% of calls within ten seconds. During office hours all calls are answered by live agents.
- All emailed communication will be acknowledged within two working days
- All written communication will be acknowledged within seven working days

6.2 Faults and Repairs

Arrow uses networks that provide a high level of service to our customers. However, from time to time it may not be possible to make a call due to a problem with the network or your connection to it. We will endeavour to resolve all faults within our target response time, from when you notify us of a fault on your service. This is a target time and we do not provide any compensation in the event of failing to meet this target.

If you are a larger customer you may have a tailored service level agreement, in which case the specifics of the Service Level Agreement will apply.

6.3 Invoicing & Payment

6.3.1 Monthly Invoice

Arrow will send you an invoice on a monthly basis. Each monthly invoice will provide a summary of all the calls you have made together with summaries of spend across your account if you have more than one connection from Arrow.

Additionally, we can provide an electronic itemised call statement to allow you to identify the costs of every call you have made.

6.3.2 Payment Options and Disconnection

We can accept a range of payment options including direct debit and BACS. We require our invoices to be paid within 14 days unless extended terms have been agreed in writing by Arrow (only applicable to business customers). It is important to us that customers pay on time to ensure that we are able to provide the levels of service our customer expects to receive. If we do not receive payment when it is due, we will initiate steps to contact you to resolve this situation. This could include contacting you by phone, letter or text message, and should we not receive a response to our attempts to contact you then we reserve the right to suspend your service. If this situation is not resolved, then following a period of time we may disconnect your service and pass your details to a third party collections agency to recover overdue funds.

7. Complaints Process

Arrow is committed to providing our customers with an exceptional level of service. However, we do accept that from time to time things can go wrong, and if you feel this is the case then we would

like you to tell us as soon as possible so that we can resolve the problem to your satisfaction. Please find below our complaints process which details who you should contact if you have a complaint about our services.

7.1 Complaints Process

If you would like to make a complaint then please contact Customer Services on 0330 440 4444, ask to speak to one of our team managers and often they can resolve the problem forthwith. Please call between 08:00 and 18:00 Monday to Friday in order to lodge a complaint. Alternatively, if you would like to raise your complaint in writing then please do so, addressed to “Customer Services” and using our contact address.

Information Required

We will need a number of pieces of information in order to progress your complaint:

- Account Number
- Company Name (if applicable)
- Your full name and address
- Nature of the complaint

We will endeavour to resolve the complaint when you initially contact us, however, certain types of complaint may take longer to resolve in which case we will confirm receipt of your complaint within seven days and endeavour to resolve any points raised in the complaint within 14 working days. We would recommend that you provide as much information as possible as to the nature of the complaint in order to enable us to resolve it as readily as possible.

Escalation

If you are not happy with the response you receive from our Customer agent, then please feel free to escalate the issue to our Customer Services Manager, who can be contacted through the same customer services phone number detailed above or in writing. In the event that you are not satisfied with the response from the Customer Services Manager, then please feel free to escalate the issue to our Head of Customer Experience (Corporate or Enterprise, as relevant), who can be contacted through the same customer services phone number detailed above or in writing.

If we are unable to resolve your complaint satisfactorily, we will issue a “deadlock” letter so that you may make a complaint through Ombudsman Services, an independent Alternative Dispute Resolution (ADR) scheme. We can 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.

Arrow will liaise regularly with OFCOM and other relevant consumer groups to monitor the number and nature of complaints under its code.

Consumers and Small Businesses

The Ombudsman Services is a free service that deals with complaints by residential and small business customers against member telecommunications companies. Contact details for Ombudsman Services and other telecoms related agencies are included in Appendix A of this document.

8. Customer Rights and Obligations

8.1 Data Protection

Any personal data provided to Arrow in conjunction with the use of your phone service, website, e-billing or other associated facility may be used by us and other Arrow group companies to advise of, offer and supply goods and services in accordance with our Data Protection Policy which can be found under the GDPR section on our website at <https://www.arrowcommunications.co.uk/legal/>.

9. Communication with Customers

Arrow uses a number of channels to communicate with our existing customers including phone, email, text message and post. From time to time we may write, or email you to inform you of new

services that we are launching that we feel may be of interest if you have provided consent for us

to do so. Should you not wish to receive this type of communication then please contact our customer services team.

You are required to write to us to inform us of any change of address or name that we have on file for your account, as this ensures you will receive your monthly invoice correctly. In the event of a change in charges or the need to suspend service on your device we will notify you in writing.

If you are interested in registering your home number with the Telephone Preference Service, which should stop the number of unsolicited telesales calls you receive then please see Appendix A of this document which includes the contact information for this service.

10. Social Responsibility

Malicious Calls

Mobile customers should contact our customer services department and they will be happy to provide advice on what to do in the event of receiving malicious calls or text messages. Fixed line customers who are receiving malicious calls are recommended to contact Openreach who provide the network service phone number associated with it. To contact the nuisance call bureau please call Freephone 0800 661 441. They will be able to provide advice as to the steps that can be taken to avoid this problem.

Disabled or Elderly Customers

Our fixed line consumer customers can have access to British Telecommunications Ltd's (BT) '195 Directory Service for Blind or Disabled Customers'. This includes the ability for calls to be connected onwards as required. In the same way, access to BT's 'Next Generation Text' is also available to customers with speech and hearing difficulties.

We are happy to arrange to provide information as required on a case by case basis. This could include the provision of any written documentation in large print. Please contact our customer services department (section 3) for more details.

11. Approval and Review of Codes

This code of practice will be reviewed by Arrow at least every six months to ensure that:

- a) Our business practices reflect the requirements of this code
- b) We have adopted any changes recommended or legislated by Ofcom or other relevant statutory body
- c) This code of practice relates to the latest updates to our product / service offerings

This code of practice is published on our website – www.arrowcommunications.co.uk and is also available to be sent via email or post in this or large text format, on request to our customer services department.

12. Additional Information

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 [website](#).

Appendix A

Should you need to contact any of the organisations listed in this code of practice, please refer to the following information:

Office of Communications (Ofcom)

Phone: 0300 123 3000
Fax: 020 7981 3333
Post:
Ofcom
Riverside House, 2a Southwark Bridge Road
London, SE1 9HA
Online: [Help for consumers](#) or [businesses](#)
Website: www.ofcom.org.uk

Ombudsman Services

Phone: 0330 440 1614
Fax: 0330 440 1615
Post:
Ombudsman Services: Communications
PO Box 730, Warrington, WA4 6WU
Online: [Contact form](#)
Website: www.ombudsman-services.org/

Telephone Preference Service

Phone: 0845 070 0707
Website: www.tpsonline.org.uk