



## Iceyset LTD T/A Love VoIP Code of Practice

Iceyset LTD T/A Love VoIP is a company that delivers communications services to business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

### **The Purpose of this Code of Practice**

This code informs you about our products, services, customer-care policies and where to find information about our charges and terms and conditions.

This Code of Practice is published on our website at [www.lovevoip.co.uk](http://www.lovevoip.co.uk). Additional copies are available on request and free of charge to any small business customer. It is also available in large print format if required.

### **How to contact us**

Please contact our Customer Service Team:

Phone: 03333 39 49 59 (From 9am until 5pm Monday-Friday excluding bank holidays).

email: [support@lovevoip.co.uk](mailto:support@lovevoip.co.uk)

Post: Love VoIP, 2nd Floor, 34 Severn Street, Welshpool, SY21 7Ad

Website: [www.lovevoip.co.uk](http://www.lovevoip.co.uk)

### **Our commitment to you**

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

### **Our products and services**

- Non-geographic numbers
- Geographic numbers
- Business telephone system features
- Virtual phone lines
- VoIP extensions
- Outbound calling feature

For more details on any of our products and services, please contact our Customer Service Team on 03333 39 49 59

### **Marketing**

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website [www.cap.org.uk](http://www.cap.org.uk)



### **Terms and conditions**

When you subscribe to a service from Love VoIP, we will send you our Standard Terms and Conditions. These are also available online for you to read through and print off, before placing an order with Love VoIP. If you have any questions, please phone our Customer Service Team on 03333 39 49 59

### **Faults and repairs**

Please call our Customer Services Team on 03333 39 49 59 if you experience a fault with any of our services/network. We aim to have this investigated and repaired within 2 working days.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 03333 39 49 59. We will inform you in advance if we change the pricing structure on your products and services.

### **Billing**

All billing is carried out on a Pre-pay basis by purchasing top ups via your account online portal. No refunds will be given on cancellation for prepaid calling credits, or any of our monthly services.

### **Complaints**

If you are unhappy with our service please contact us and let us know. It is through your feedback that we are able to review and improve the service we provide. We are committed to addressing any complaints as fairly as possible and within a reasonable time.

If you are dissatisfied with any aspect of our service, please contact us and we shall do our best to resolve the problem as quickly as possible. We operate a complaints procedure to help ensure that any complaints are dealt with to your satisfaction: - you can phone us on 03333 39 49 59 and our customer service team will do all they can to resolve any problems while you are on the phone.

If your problem cannot be resolved during the phone call we will agree a course of action with you. You can contact us by email at [customerservices@lovevoip.co.uk](mailto:customerservices@lovevoip.co.uk). We aim to reply to you as quickly as possible. As soon as we become aware of your complaint we give it a complaint reference number.

If you are unhappy with the way in which your complaint has been handled you can ask for it to be escalated. Escalation may happen immediately if you are on the phone or we shall arrange for a manager to contact you.

In the unlikely event that your complaint has not been resolved by us to your satisfaction within a period of eight weeks, or if during the process of investigating your complaint a deadlock situation is reached, you have the option of referring your complaint for independent consideration.