

# Code of Practice

Date of last update: 26<sup>th</sup> April 2017

## CODE OF PRACTICE

The purpose of this code of practice is to inform you in clear and helpful terms about our products, services, customer care policies and our standard Terms and Conditions.

This Code of Practice is available on our website – [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk) or on request by calling 0345 450 4600.

### Introduction to our company and services

Infinity Group is an independent company that delivers bespoke IT, Connectivity, Communications and Consultancy services to business customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

### How to contact us

Please contact our Customer Service Team or your Account Manager:

- **By phone:** 0345 450 4600  
(From 8.30 am until 5.30pm Monday-Friday)
- **By email:** [customerservices@infinitygroup.co.uk](mailto:customerservices@infinitygroup.co.uk)
- **By fax:** 01892 576999
- **By letter:** Infinity Group, The Coach House, Spencer Mews, Tunbridge Wells, Kent TN1 2PY
- **Or via our website:** [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

### Our commitment to you

Our aim is to provide you with the highest quality of customer service. When we purchase services and/or equipment from wholesale provider(s), we choose those providers carefully seeking to ensure that you get a high quality service and supply. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

### Our products and services

- IT Support and Installation
- IT Cloud
- IT Security

- Telephone System installation and Maintenance
- Hosted Telephony
- Network Services (SIP / PSTN / ISDN / CPS)
- Mobile Solutions
- Business Broadband & FTTC
- EFM & Leased Lines
- Software Consultancy

For more details on any of our products and services, or to place an order, please contact our Sales Team on 0345 450 4600.

## Marketing

We work to the principles within the British Code of Advertising, Sales Promotion and Direct Marketing, which may be found on the website, [www.cap.org.uk](http://www.cap.org.uk). We will assume that we have your permission to market our own equipment and services to you unless you tell us otherwise.

## Terms and Conditions

When you subscribe to a service from Infinity Group, we will provide you with a copy of our Standard Terms and Conditions and the Supplementary Terms and Conditions that may apply to you ("Terms and Conditions"). You will be asked to sign a contract that is subject to the Terms and Conditions. Should you go ahead and deal with us and accept supplies from us, we are entitled to treat the contract as made even where you have not yet signed it. If you have any questions, please phone our Customer Service Team on 0345 450 4600. We may carry out a credit check as part of our assessment procedures. We may refuse to provide equipment and/or services if we have reason to believe fraud or illegality is involved. Our current Terms and Conditions of supply can be found on our website at [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

## Time to install

We aim to provide services as soon as possible after your original request, subject to the availability and installation of any equipment and, where applicable, lines and connections to your premises. If we need to carry out a survey of your premises or lay additional cabling additional time is likely to be needed and we will advise you of the revised timescales as soon as we can.

## Minimum Term

The minimum contract term for our services is 3 months and could be substantially longer depending on the terms that apply to your contract with us.

## Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 7 days after your order is placed. After 7 days, you will lose your right to cancel and we will charge for any work that we have done or money that we have spent, together with such charges as are due for the minimum term. We may also

charge you a fee of £500. After the minimum term you can cancel any service by writing to us giving us notice to: Infinity Group, The Coach House, Spencer Mews, Tunbridge Wells, Kent TN1 2PY or by email to: [cancellations@infinitygroup.co.uk](mailto:cancellations@infinitygroup.co.uk), subject to all applicable Terms and Conditions, see [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

## Faults and repairs

Please call our Customer Service Team on 0345 450 4600 if you experience a fault with any of our services.

## Compensation and refund policy

Applicable terms concerning refunds and compensation are set out in the Terms and Conditions, see [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

## Price lists

If you have got a question about our prices or need information of our pricing structure, please contact our Customer Service Team on 0345 450 4600.

We will write to you in advance if we change the pricing structure on your equipment and/or services.

## Billing

We may bill you monthly, quarterly or annually. Equipment rental and service charges are usually billed in advance and call charges for the period that has just ended.

Payment will be collected either by direct debit, cheque or BACS. This is agreed at the start of your contract. If you wish to change your method of payment at any time, please contact our Customer Service Team.

We provide itemised bills free of charge as part of our service to you if you have requested us to do so.

You must pay your bill as soon as you receive it by making payment in full by the date shown on your bill. If you have difficulty paying your bill, please contact us as soon as possible on 0345 450 4600 and we will try to find alternative arrangements to resolve the difficulty. Please let us know if you are likely to be away for some time. We will do all we can to help our small business customers to manage their bills and avoid disconnection. Please refer to our Terms and Conditions for more information at [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)

## Disconnection

If we are entitled to suspend services and do so, we won't reconnect your service until we've got full payment of the amount you owe or until you have addressed the reason entitling us. We will also charge for reconnecting your line and you may have to pay a deposit or give us a guarantee as security for future payments.

If you don't address the reason or make the outstanding payment entitling us to suspend your service, we will end your agreement with us. We may also charge you for all your

services for the full term of your agreement together with the costs we incur recovering any debt from you.

## If you are moving home or office

Please call our Customer Service Team on 0345 450 4600. In order that we have opportunity to arrange for you to have uninterrupted services, please ensure that you give plenty of notice to us of your proposed move. This can require up to 90 days' notice before your move date. We will amend your account and billing arrangements as necessary.

## Number porting (if applicable)

Infinity Group recognise that keeping your existing telephone numbers may be important to you. If you move we will endeavour to offer you the same telephone number to minimise disruption but we are unable to guarantee that this will be possible especially where you do not own the number/s or you have changed to a new local exchange area. We will work with you to ensure that the services are switched over at a convenient and appropriate time. For more information, please call our Customer Service Team on 0345 450 4600.

## Complaints

If you have a complaint about any part of our service, please refer to our Customer Complaints Code.

## Statement of social responsibility

We take the problem of nuisance calls and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 0345 450 4600 to report the incident, and for information on how to deal with this situation.

## Accessibility

We are committed to helping all our customers to communicate easily. We offer the following additional services for customers who are older or who may have a disability, including:

- Larger Print Correspondence
- Large Button Telephones
- Accelerated Fault Response

Copies of this code are available in larger print.

## Premium-Rate Services

Premium-rate services have dialling codes starting with 09xx, 0871 or 118 and are charged at a higher rate than normal calls. The Phone-paid Services Authority (PSA) regulates

premium-rate services and publishes a code of practice to be followed by providers of premium-rate services. The PSA may be able to help you if you have a complaint about a premium-rate service and its contact details are given below.

## Data protection

We are registered with the Information Commissioner's Office to hold information necessary to supply services to our customers. Our registration number on the Data Protection Register is ZA053138.

If requested by a court or other competent authority, we may provide information for example to assist in legal proceedings, to prevent and detect crime, and to prosecute offenders. We may also provide information to protect national security. In all cases, we'll do this in accordance with the Data Protection Act 1998.

Unless required otherwise by law, we will not keep information any longer than we need to for the purposes for which it was collected or processed. You can view more information about this in our Privacy Policy. <https://www.infinitygroup.co.uk/privacy-policy/>

## Useful addresses

- Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU, email: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org) Tel: 0330 440 1614 Fax: 0330 440 1615.
- Ofcom: PO Box 1285, Warrington WA1 9GL. Tel: 020 7981 3000 (national rate) / 0300 123 3333 (local rate) [www.ofcom.org.uk](http://www.ofcom.org.uk)
- The Phone-paid services Authority (PSA) (regulator of premium rate services) tel: 0300 30 300 20 Online enquiry [psauthority.org.uk](http://psauthority.org.uk)
- ICO: Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire, SK9 5AF, email: [casework@ico.org.uk](mailto:casework@ico.org.uk) Tel: 01625 545 745 / 0303 123 1113.

The information provided in this code is correct as at April 2017. It is in addition to any other rights you may have under the Terms and Conditions that apply when we supply equipment and/or services to you, but is not part of the contract between us. You can find our Terms and Conditions at [www.infinitygroup.co.uk](http://www.infinitygroup.co.uk)