

# Codes of Practice

## THE PURPOSE OF THE CODE

This code demonstrates how we, MCL Telecommunications Ltd, will conduct our business relationships with our customers. It is intended for our main customer database of small and medium sized businesses.

We are constantly evaluating and updating the information contained in this code to ensure MCL Telecommunications Ltd remains at the forefront of best practice for its customers.

## TERMS AND CONDITIONS

This details a general overview of our services, if you require information specific to you and your contract you should refer to the documentation which was given to you at the time of joining MCL Telecommunications Ltd, or alternatively ask us for a copy which we will be happy to provide for you.

## OUR SERVICES

We provide the following Lines and Services:

Telephone systems and billing, mobile telephone handsets and billing, servicing and maintenance for all systems in-house and on-site, connectivity through DSL, Fibre, EFM, Satellite Broadband and Fibre Lease Lines, VoIP telephone systems, call management software and vehicle fleet tracking.

For more information regarding the services we offer or to order additional services please call us on 0800 00 93332.

## PRICES AND TARIFFS

Prices are variable depending on usage of each handset and other negotiated criteria, alongside ever-developing tariff changes it is therefore not possible for us to publish any standard rates.

If you would like details of your current tariff or pricing arrangements then please get in contact with your account manager.

## Cancellation

If you would like to cancel your contract with MCL Telecommunications Ltd we will need to receive notification in writing to our address. If you are still in contract it is likely that an early termination charge will apply, full terms and conditions of your contractual obligations can be found on your original documentation, or alternatively ask us for a copy.

## COMPENSATION and REFUNDS

Please notify your account handler immediately if you find any indiscretions with your monthly, annual or bespoke invoice. We will investigate and revert back to you with a course of action as applicable. Where another party is involved we will endeavour to claim for any due compensation on your behalf.

## CONTACT US

We pride ourselves on providing exemplary customer service, if you would like to get in contact with MCL Telecommunications Ltd please see below:

Our office is open Monday to Friday between the hours of 08.30 and 17.30:

Telephone: **0800 00 93332**

e-mail: [info@mcltelecom.co.uk](mailto:info@mcltelecom.co.uk)

Post to: MCL Telecommunications Ltd, 195 London Road, Burgess Hill, West Sussex, RH15 9RN

Our website is at <http://www.mcltelecom.co.uk/>

## CUSTOMER COMPLAINTS CODE

For details of MCL Telecommunications Customer Complaints Code please [click here](#).

## CUSTOMER RIGHTS

Our terms and conditions of business are clearly communicated to our customers at the point of sale, however if you require a further copy, please get in touch with us and we can provide this for you.

We comply with the Data Protection Act; a customer can request a copy of the details which we hold on them and their business at any time.

## DISTRIBUTION OF THIS CODE

We will distribute this code internally to all existing and new members of MCL Telecommunications Ltd staff.

This will be also be available free of charge via our website at [www.mcltelecom.co.uk](http://www.mcltelecom.co.uk).