

Sure's Consumer Code of Practice

1. Introduction

In this document we, Sure (Jersey) Limited ("Sure"), have listed the best ways to contact us and have provided a description of the key features of some of the main services we provide our customers within the Bailiwick of Jersey.

2. Our Customer Charter

- All customers will be dealt with effectively in a professional and courteous manner.
- All goods on display in our stores will be clearly labelled and priced.
- We will explain in full our services and promotions, ensuring that our pricing and charges are clear and simple to understand.
- We offer a 'no quibble' guarantee, that any item purchased from us and returned in the same condition will be refunded within 7 days of purchase if a customer is not satisfied in any way with the product or service purchased.
- We always respect confidentiality.

3. How to contact us

If you need advice, information or help with any of our services please contact us on one of the following numbers:

All sales, general enquiries

& customer service:

Tel: 0808 10 15 247

Fault reporting (24 hours):

Tel: 0808 10 15 247

Postal address:

Sure (Jersey) Limited, PO Box 366, St Helier, Jersey, JE4 9WS

Main office:

Richmond House, 8 David Place, Jersey, JE2 4TD

Sure store:

63 King Street, St Helier, Jersey, JE2 4WE

E-mail:

<mailto:contact@sure.com>

Website:

<http://www.sure.com/>

4. Paying bills

We ask that you pay your telephone bill as soon as you receive it. As such, it may be much simpler for you to pay by Direct Debit. If you would like to do so please contact us and we will supply the right forms for completion.

The date by which we must have received payment is shown on the bill. This date is normally a minimum of 21 days after the bill has been issued.

You can pay by phone 24 hours a day by calling us on 0808 1015 247. Please have your customer account number ready, plus details of your debit/credit card.

4.1 Itemised billing

Our itemised bills provide information about your call costs. You can opt not to receive itemised details of every individual call above a threshold value (excluding local un-timed calls which are not itemised), or summary details of destinations called.

If you disagree with any item on your bill, you should contact us by calling 0808 1015 247 and then pay the undisputed amount whilst your enquiry is being investigated.

4.2 Payment difficulties

It is important that you contact us straight away by calling 0808 1015 247 if you are having difficulties paying your bill. The earlier we know, the more help we can give you.

There are a number of solutions available to help those having financial difficulties including putting in place a repayment plan that will help you to pay the outstanding amount over an agreed period of time. When we agree the repayment plan we will take your past payment history into account.

4.3 Unpaid bills

If we do not receive payment by the date shown on your bill, we will send a reminder. If you leave an amount unpaid and do not let us know that you are having difficulties paying your bill, you risk disconnection of your service.

When a bill is sent to you and payment is not received by the stated date we will apply the following procedure:

- We reserve the right to charge interest on any balances which remain unpaid from the due date to the date of payment and/or a late payment fee at rates notified from time to time at www.sure.com.
- When paying by cheque, payment will be deemed to be received when the cheque is received at our offices.
- If you do not pay your bill by the end of the month in which it was issued, we will send you a reminder stating that payment must be made within 7 days of the date of the reminder.
- If payment is not received after the 7 day reminder, we will disconnect your telephone service and it will not be reconnected until we have received full payment of the outstanding amount.
- We will also make a charge for restoring your service.

If you do not pay the outstanding amount after your service has been disconnected, your contract with us will be terminated and legal action will be initiated to recover the debt. We may pass the outstanding amount (including any late payment fee or interest charges) to a debt collection agency to collect the money on our behalf. Information about your debt may be shared with other organisations that give credit. Please note that a charge will be raised for any subsequent re-provision of telephone service.

5. More from Sure

5.1 Sure mobile

Customers get more when they choose Sure mobile. To find out about our range of price plans, handsets and promotions, call, visit our Sure store or go to: <http://www.sure.com/>

To configure your handset to use picture messaging and high speed mobile internet visit: <http://www.sure.com/>

5.2 Sure home

You can save money on fixed line calls by using the SureDial service. To find out more call, visit our Sure store or go to: <http://www.sure.com/>

5.3 Sure business

We offer business customers a range of fixed, mobile and data solutions. To find out more call, visit our Sure store or go to: <http://www.sure.com/>

6. Fault Reporting

To report a fault on a Sure service, please call us on 0808 10 15 247, twenty-four hours a day, 365 days per year. See our Service Specific Terms and Conditions for details.

7. Complaints

7.1 Reporting a complaint

Sure is licensed to provide customers in the Bailiwick of Jersey with fixed and mobile telecommunications services including domestic and international services.

We are committed to giving our customers the finest possible telecommunications services. Despite our best efforts, things can go wrong, and when they do we want to know so that we can put them right as soon as possible.

If you wish to discuss any aspect of our service then please contact us as follows:

Tel: 0808 1015 247

Fax: 888292

Email: complaints@sure.com

Postal address: Customer Complaints, Sure (Jersey) Limited, PO Box 366, St Helier, Jersey, JE4 9WS.

7.2 Complaint investigations

We have procedures to ensure your complaint is investigated and resolved as quickly and efficiently as possible. Your complaint will be investigated personally and a course of action will be discussed with you to make sure that the problem is resolved quickly and to your satisfaction.

Additionally, if you are unhappy with the way that your complaint is being handled, you may write (to the address above), or ask to speak to the Commercial Director by calling 888 291 during normal office hours (8.30 am to 5.00 pm, Monday to Friday).

Please give us the opportunity to resolve the problem before taking the matter further.

7.3 Registered complaints

If your complaint has not been handled effectively by telephone you may wish to escalate it by writing to us and indicating that you would like to register your complaint.

As a result of a complaint being registered, and in order that we can respond efficiently, we will keep records of any complaint-related correspondence. This will help us to deal with any follow-on discussions with you should this be necessary. Our records may include our written notes of the content of telephone conversations as well as keeping copies of any written communications.

These records will be confidential, and are covered by the relevant legislation on safeguarding privacy and confidentiality that apply to us. Some information may be requested by the Jersey Competition Regulatory Authority as a result of general obligations on the provision of information under our licence.

We will normally keep records for a period of three years following a customer disagreement or complaint. We will acknowledge your complaint in writing within five working days of receipt and provide you with a reference number.

We will categorise the complaint and aim to investigate it within the time scales shown below:

CATEGORY	TARGET TIME
Billing	Within 20 working days of receiving your complaint
Repair	Within 15 working days of receiving your complaint
Installation	Within 15 working days of receiving your complaint
Miscellaneous complaint	Within 20 working days of receiving your complaint
MOBILE	
Network Quality/ Coverage	Within 15 working days of receiving your complaint
Roaming	Within 20 working days of receiving your complaint

If a complaint or disagreement is not resolved within three months, either party may refer it to the Jersey Competition Regulatory Authority.

7.4 Compensation

You may be entitled to compensation if a fault occurs, depending on the circumstances, including the original cause of the problem.

We are not liable for any breach of this Code which is caused by a matter beyond our reasonable control including an act of God, fire, lightning, explosion, war, disorder, flood, industrial disputes (whether or not involving our employees), extremely severe weather or acts of government or other third parties.

Should you have cause to claim compensation from us for not meeting recognised timescales you should make a claim using the complaints process. The payment of compensation claims will normally be made by a credit to your account.

For details of the circumstances under which compensation may be claimed and the level of such payments you should refer to our Service Specific Terms and Conditions.

In order for us to accept your compensation claim, your original service request or fault report must have been made within four weeks of the date on which the event in question occurred.

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