

Code of Practice for Business Customers

Introduction to our company and services

Real Agent Group is an independent company that delivers communications and merchant services primarily 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.

Purpose of this code of practice

This Code informs you about our products, services, and customer care policies.

This Code of Practice is published on our website www.realagentroup.com

Additional copies are available on request and free of charge to any small business customers.

It is also available in larger print.

How to contact us

Please contact our Customer Service Team.

- **By phone:** from 9.30am until 5.30pm Monday-Friday on: 020 3773 1885
- **By email:** support@realagentgroup.com
- **By fax:** 020 3773 1885
- **By letter:** Real Agent HQ, 32 Bloomsbury St, Bloomsbury, London WC1B 3QJ
- Or via our website www.realagentroup.com

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

- VoIP communication services
- Merchant services
- WiFi Loyalty
- Point of Sale
- CRM
- Broadband internet (standard ADSL and fibre)

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on:

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on Customer service:

020 3773 1885 or see our website www.realagentroup.com

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

Terms and conditions

When you subscribe to a service from REAL AGENT GROUP, we will send you our Standard Terms and Conditions. If you have any questions, please phone our Customer Service Team on: 020 3773 1885.

We may carry out a credit check as part of our assessment procedures. Your contract length will be outlined in the contract agreement. You will be notified of the length of the contract when you sign up for our services and it will also be set out in your welcome letter.

We aim to provide services within fourteen working days of your original request, subject to the availability and installation of any equipment and, where appropriate lines to your

premises. If we need to carry out a survey of your premises or lay additional cabling we will advise you of the revised timescales as soon as we can.

Cancellation

If you decide to cancel your order or agreement before we have provided the services, you may do so.

Where you are transferring your telephone or broadband service to Real Agent from another provider, you will not be charged if you cancel your order within the 10 working day transfer period. If you cancel any new line installation 48 hours or less before the confirmed appointment date you will incur a missed appointment fee.

After your service has gone live with us, should you wish to terminate your contract within the minimum term of 12 or 24 months (as applicable) we will charge a fee as set out in your contract.

After the minimum term you can cancel any service by calling our Customer Service team on: 020 3773 1885 and giving us 30 days' notice.

Faults and repairs

Please call our Customer Services Team on: 020 3773 1885 if you experience a fault with any of our services. We aim to have this investigated and repaired within 24 hours.

Where there has been a prolonged failure or interruption to our service which is the fault of REAL AGENT GROUP, we will only pay compensation which equates to a refund of our line rental charges or package charges (as applicable) for the period the service was unavailable to you. The payment of such compensation is entirely at the discretion of REAL AGENT GROUP and will be considered on a case by case basis.

Price lists

Our pricing structure is available from our Customer Service Team on: 020 3773 1885 and via our website. We will inform you in advance if we change the pricing structure on your products and services.

Billing

We will bill you monthly. You can choose to pay us via a range of options including credit card, cheque and direct debit. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team on: 020 3773 1885.

We provide itemised bills as part of our service to you free of charge. If you have difficulty paying your bill, please contact us on: 020 3773 1885 and we will try to arrange a different method of payment. We will do all we can to help our small business customers to manage their bills and avoid disconnection. Please refer to REAL AGENT GROUP's company terms and conditions.

If you are moving home or office

Please call our Customer Service Team: 020 3773 1885 no later than 30 days before your move date.

We will amend your account and billing requirements as necessary. We will endeavour to offer you the same telephone number to minimise disruption but please note that for geographic numbers this is not always possible.

Number porting

REAL AGENT GROUP recognise that keeping your existing telephone numbers may be important to you. If you move your business to us and wish to keep the number that you have with your old provider, we will arrange it if you ask us. 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: 020 3773 1885.

Directory entries

You are entitled to a directory listing (including an entry in the phone book) for both your fixed and mobile telephone numbers. If you do want your details included, please contact our customer service team on: 020 3773 1885.

Complaints

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team on: 020 3773 1885.

Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing at Real Agent HQ, 32 Bloomsbury St, Bloomsbury, London WC1B 3QJ.

We will try to resolve your complaint quickly and efficiently and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Chief Executive Officer at the above address. If we cannot resolve the problem, we will let you know.

Nuisance calls

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: 020 3773 1885 to report the incident and for information on how to deal with it.

Services for people with special needs

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:

- Priority access to the Customer Service Team
- Priority fault repair and assistance
- Additional help and support if you have difficulty paying your bill

Copies of this Code are available in larger print and other formats on request.

Data protection

We comply fully with our obligations under the Data Protection Act 1998.

Website: www.ombudsman-services.org/se