



# WHYPAY? Ltd

## Generic Code of Practice



## *WHYPAY? Ltd Basic Code of Practice for Small Business Customers*

### **Introduction to our company and services**

WHYPAY? Ltd is an independent company that delivers dial-in conferencing services. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services we deliver 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, customer-care policies and where to find information about our charges and terms and conditions. This Code of Practice is available on our website at [www.whypay.net/codes-of-practice](http://www.whypay.net/codes-of-practice). Additional copies are available in alternative formats (large print and braille) on request.

### **How to contact us**

*By phone:* 033 3443 3366  
From 9 am - 5 pm, Monday - Friday excluding public holidays

*By email:* [helpdesk@whypay.net](mailto:helpdesk@whypay.net)

*By letter:* WHYPAY? Ltd  
Unit 10  
Clock Court  
Campbell Way  
Dinnington  
Sheffield  
S25 3QD

## **Our commitment to you**

We are committed to giving you the highest quality 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**

We provide dial-in conferencing services. For more details, please contact our Customer Service Team on **033 3443 3366**.

## **Marketing**

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

## **Terms and conditions**

When you subscribe to our service from WHYPAY? Ltd, the terms and conditions are provided at [www.whypay.net/terms](http://www.whypay.net/terms). If you have any questions, please phone our Customer Service Team on **033 3443 3366**.

## **Cancellation**

Please see [www.whypay.net/terms](http://www.whypay.net/terms) for the terms of cancellation of our service. If you have any questions, please phone our Customer Service Team on **033 3443 3366**.

## **Technical support**

Please call our Customer Service Team on **033 3443 3366** or send in a request to [helpdesk@whypay.net](mailto:helpdesk@whypay.net) if you experience a problem with our service. We aim to have this investigated and resolved within two working days of acknowledgement of the report if within our direct control.

## **Compensation and refund policy**

Our policy is to assess each claim on a case-by-case basis. We aim to investigate any claims and respond within 5 working days. Any refunds that are due will be credited to the next

month's invoice or added to your account as credit.

## Price lists

The pricing structure for our paid plans is available at [www.whypay.net/compare-plans](http://www.whypay.net/compare-plans).

## Billing

Our paid plans are billed monthly or annually, and your billing term can be selected when you sign up to a paid plan through our portal at [www.whypay.net](http://www.whypay.net). You can always change the billing term at a later point. For further details see [www.whypay.net/terms](http://www.whypay.net/terms). If you have difficulty paying your bill, please contact us on **033 3443 3366** and we will try to arrange a different method of payment.

## Complaints

We make every effort to ensure that our customers are happy with the level of service that 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.

Our **Code of Practice on Complaint Handling and Dispute Resolution** explains how customers can complain. The code also provides information on how we deal with complaints and your right to take unresolved complaints to **Alternative Dispute Resolution**. You can find a copy of our Complaints Code on our website at [www.whypay.net/codes-of-practice](http://www.whypay.net/codes-of-practice).

Alternatively, copies are available free of charge and on request from our Customer Service Team on **033 3443 3366**.

## Services for people with special needs

We are committed to helping all our customers to communicate easily. We offer copies of bills, terms and conditions and this Code in an accessible format on request for customers who are vulnerable or who may have a disability.

## Data protection

We comply fully with our obligations under the Data Protection Act 2018.

- Your chosen approved Alternative Dispute Resolution provider is:

**The Ombudsman Services**

*3300 Daresbury Park, Daresbury, Warrington, WA4 4HS*

*T: 0330 440 1614*

*E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)*

*W: [www.ombudsman-services.org](http://www.ombudsman-services.org)*

- Other useful addresses:

**Ofcom**

*Riverside House, 2a Southwark Bridge Road, London, SE1 9HA*

*T: 020 7981 3040 or 0300 123 3333*

*E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)*

*W: [www.ofcom.org.uk](http://www.ofcom.org.uk)*

**Federation of Communication Services**

*Unit 14, The Stottie Shed, Baker's Yard, Criston Road, Gosforth, Newcastle-upon-Tyne, NE3 1XD*

*T: 020 7186 5432*

*E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)*

*W: [www.fcs.org.uk](http://www.fcs.org.uk)*

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