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WHYPAY? Ltd

Code of Practice for Small Business Customers





WHYPAY? Ltd 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 to small business customers. 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. Additional copies are available on request and free of charge to any small business customer. It is also available in alternative formats **xxxx**. (list as appropriate e.g. large print, braille or can send an electronic copy.)

How to contact us

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

By email: helpdesk@whypay.net

By letter: WHYPAY? Ltd, Andy Wiles, 30-32 Hanover House, Charlotte Street, Manchester, England, M1 4FD

Our registered office address is 30-32 Hanover House, Charlotte Street, Manchester, England, M1 4FD



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 and work to all relevant laws and regulations.

Our products and services

We provide dial-in conferencing services. For more details on any of our products and services, or to place an order with us, 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 on the Advertising and Standards Authority (ASA) website www.cap.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. If you have any questions, please phone our Customer Service Team on **033 3443 3366**.

Cancellation

Please see 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 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.

Billing

Where applicable, 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. You can always change the billing term at a later point. For further details see 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.

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.

Alternative Dispute Resolution

Your chosen approved Alternative Dispute Resolution provider is:

Communications Ombudsman
P.O. Box 730, Warrington, WA4 6WU
T: 0330 440 1614
E: enquiry@commsombudsman.org
W: www.commsombudsman.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
W: www.ofcom.org.uk

Phone-paid Services Authority

c/o Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
T: 0300 30 300 20 or 020 7940 7474
E: info@psauthority.org.uk
W: www.psauthority.org.uk

Telephone Preference Service

Rapier House
40-46 Lamb's Conduit Street
London



WC1N 3LJ

TPS Registration **0345 070 0707**

Tele **0207 291 3320**

E: tps@dma.org.uk

W: www.tpsonline.org.uk

Federation of Communication Services (FCS)

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

T: +44 (0)20 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk

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