

# Consumer Code of Practice

## 1.0 Introduction

In this document we 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.

## 2.0 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, including original packaging and documentation will be refunded within 14 days of purchase if a customer is not satisfied in any way with the product or service purchased;
- A customer may terminate a contract without any obligation to pay any further charges to us within 14 days, other than call charges incurred in that period, and provided that any equipment or gifts the customer receives from C&W on entering into the agreement are returned to us in the same condition, including the original packaging and documentation;
- We always respect confidentiality.

## 3.0 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: (+44 (0) 1481) 700700

Fax: (+44 (0) 1481) 724640

### Fault reporting:

Tel: 151 or (+44 (0) 1481) 700700

### Postal addresses:

**Guernsey:** Cable and Wireless Guernsey Limited

PO Box 3, Telecoms House, Upland Road, St Peter Port, Guernsey, GY1 3AB

**Alderney** Cable and Wireless Guernsey Limited

Telephone House, Longis Road, Alderney, GY9 3YB

Telephone: (+44 (0) 1481) 822200

Fax: (+44 (0) 1481) 823498

**Sark** Cable and Wireless Guernsey Limited

Telephone Exchange, Rue Lucas, Sark, GY9 0SG

Telephone: (+44 (0) 1481) 832284

Fax: (+44 (0) 1481) 832331

### Sure stores

Waterloo House, High Street, St Peter Port, Guernsey, GY1 4AR

Centenary House, La Vrangué, St Peter Port, Guernsey, GY1 2EY

**E-mail:** [contact@surecw.com](mailto:contact@surecw.com)

**Website:** [www.surecw.com](http://www.surecw.com)

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## 3.0 How to contact us continued

### Contact Centre services

Calls to the following Contact Centre Services are available to most callers free of charge:

**Advice on call charges** **100**

**Reverse charge calls** **100**

(Calls made will be charged to the accepting caller. Not available to mobile callers)

**Fault reporting** **151**

Calls to the following Customer Services are charged at the published rate:

**Operator assistance calls** **100**

(Calls connected by the operator will be charged at the published rate)

**International operator assistance** **155**

(International calls connected by the operator are charged at the published rate)

**Local & national directory enquiries** **118 163**

**International directory enquiries** **118 161**

(Not available from Public Payphones)

### Directory enquiry services

You can access the full range of Directory Enquiry providers available in the UK. Please note that all these services are provided by third parties and Cable & Wireless Guernsey is only responsible for the Bailiwick content on 118163.

You can find out the telephone number of a personal or business telephone line, provided that you can give a valid name and address for the person or organisation that you wish to contact. Their number will not be given out if that person does not allow publication (by being ex- directory).

Guernsey Telephone Directory online visit [www.theguernseydirectory.com](http://www.theguernseydirectory.com)

### Customers with special needs

All of our public payphones are equipped with inductive loops for the hearing impaired and most are accessible by wheelchair.

## 4.0 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 complete the Direct Debit form on the last page of your bill or visit the section on paying your bill at [www.surecw.com](http://www.surecw.com) or 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.

For your convenience we have made arrangements for you to be able to pay your bills at certain Post Offices, including those in Envoy House, Waitrose, Rohais and Cobo Checkers Xpress. You will need to have your full account with you, not just the tear off slip and the Post Office may not accept payments of less than £10.

You can pay by phone by calling us on 700700. Please have your customer account number ready, plus details of your debit/credit card.

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## 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 700700 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 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:

- A repayment plan 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.
- If we believe it will help you to avoid a larger debt building up, we may ask you to agree to having your service restricted to incoming calls only until you have completed your repayment plan. In these circumstances, we will not charge for restoring the service.
- We can bar international and/or premium rate calls, where they have contributed towards your payment difficulties.
- If unauthorised calls have been made on your phone to premium rate services we can offer you help and advice.

## 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.surecw.com](http://www.surecw.com).
- 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, 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.

## 5.0 More from Sure

### 5.1 Sure home

Sure offers a range of fixed line and broadband price plans to help you communicate, access email and the world wide web. To find out more, call, email, visit a Sure store or our website [www.surecw.com](http://www.surecw.com)

**Support help desk:** Tel: 700700

**E-mail:** [contact@surecw.com](mailto:contact@surecw.com)

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## 5.2 Sure mobile

Customers get more when they choose Sure mobile. To find out about our range of price plans, handsets and promotions, call, visit a Sure store or go to: [www.surecw.com](http://www.surecw.com)

## 5.3 Sure business

We offer business customers complete business communications solutions, including systems planning, consultancy, corporate network solutions, communications equipment, data hosting solutions and business telephone systems. We have local expertise in communications technology including a resilient fixed network, broadband digital access, private circuits and worldwide network connections.

We also provide an e-commerce data centre, on-line portal information, website hosting and Internet access with a choice of tariffs.

**Business Sales:** Tel: 700700  
**E-mail:** [contact@surecw.com](mailto:contact@surecw.com)

## 5.4 Telephone Directories

Our current Telephone Directory for the Bailiwick of Guernsey is available from any of our retail stores or main offices. The Telephone Directory is also available online at [www.theguernseydirectory.com](http://www.theguernseydirectory.com) and can also download a FREE Directory App at this site.

## 5.5 Public Payphones

We provide Public Payphones where customers can make the following types of calls:

- Most types of voice telephony calls including local, national and international calls;
- Calls to local and national Directory Information Services (118xxx);
- Emergency calls without any payment or use of any card or token (112 or 999);
- FreePhone services calls (0800 xxx xxx);
- Calls to operator assisted services.

If you need to report any problems with our Public Payphones, please call 151.

## 6.0 Fault Reporting

### 6.1 Reporting a fault on your landline

Before reporting a fault, please try the following:

1. Please check that all switches (bell, dial, etc.) on the equipment are in the correct position;
2. Where you have equipment that needs mains power, please check that the plug switch is in the on position and that any batteries, if required, are good;
3. Try unplugging the telephone and changing it for a known working one if you have one. If the fault disappears, then the telephone is faulty and it should be returned to the supplier, which may not be Cable & Wireless Guernsey.

Alternatively, try the telephone in another socket (known to be working). This will also prove whether your equipment is faulty.

### 6.2 Repairing a fault on your landline

We will always endeavour to fix faults as quickly as possible (normally by the next working day) to limit the inconvenience experienced by our customers.

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Please note that if a Cable & Wireless Guernsey engineer calls at your home or office they will carry an identity card. If you are unsure about the validity of the card, please call us to confirm the identity of the caller.

If one of our engineers is called to your premises to repair your telephone service during normal working hours a charge will only be raised for the visit if the fault is proven to be on the customer side of the master socket/network termination point (the cost of any repair of our line up to the master socket/network termination point is included in your rental charge).

If attendance is necessary outside of normal working hours, regardless of the type of fault, you may incur a charge. If the handset was not purchased from us, please contact your supplier. That will save you from incurring unnecessary charges.

We are able to offer limited emergency cover for faults on Saturdays, Sundays and Bank Holidays. Please note that for these visits it is normal to raise a charge.

## 7.0 Complaints

### 7.1 Reporting a complaint

Cable & Wireless Guernsey is licensed to provide customers in the Bailiwick of Guernsey 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: 700700      Fax on 724640      Email: [complaints@surecw.com](mailto:complaints@surecw.com)

Postal address: Customer Complaints, Cable and Wireless Guernsey Limited,  
PO Box 3, Upland Road, St Peter Port, Guernsey, GY1 3AB

### 7.2 Complaint investigations

We have procedures to ensure your complaint is investigated and resolved as quickly and efficiently as possible. Our complaints procedures are monitored by the Director General of Utility Regulation.

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 Customer Advocacy Manager by calling 700700 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 Director General of Utility Regulation as a result of general obligations on the provision of information under our licence.

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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:

## FIXED LINES

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

Category	Target Time
Billing	Within 20 working days of receiving your complaint
Network Quality / Coverage	Within 15 working days of receiving your complaint
Roaming	Within 20 working days of receiving your complaint
Miscellaneous complaint	Within 20 working days of receiving your complaint

## 7.4 Arbitration

We will do everything we can to resolve complaints, disagreements and disputes with customers. However, when a complaint remains unresolved, either because you are dissatisfied with the outcome, or the target time for resolution has been exceeded, you can decide if you wish to take the matter further.

To do so, an approach must be made to the Trading Standards Service of the Commerce and Employment Department (details below). Trading Standards will act as an impartial body and will attempt to find a fair outcome for all of the parties if it identifies that we have not adequately resolved the matter. If Trading Standards believe that we have acted reasonably, you will be informed of this. However if the complaint still remains unresolved you can ask that the matter be referred to the Office of Utility Regulation (OUR) which will in turn receive a report from the Trading Standards Service. Both you and Cable & Wireless Guernsey will receive copies of the report. The OUR will progress the complaint in whatever manner it considers appropriate.

The Trading Standards Service will periodically report to the OUR to provide details of complaints it has received under this scheme. Nothing in this scheme or process is intended to prevent you from seeking resolution through the courts.

### Contact details:

The Consumer Advisor,  
Trading Standards Service,  
Commerce and Employment Department,  
PO Box 459, Raymond Falla House,  
Longue Rue, St Martins, Guernsey, GY1 6AF

Telephone: 01481 234567 Fax: 01481 235015  
E-mail: [ts@commerce.gov.gg](mailto:ts@commerce.gov.gg)  
Website: [www.gov.gg/tradingstandards](http://www.gov.gg/tradingstandards)

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The Director General of Utility Regulation,  
Suites B1 & B2, Hirzel Court,  
St Peter Port, Guernsey, GY1 2NH  
Telephone: 711120  
E-mail: [info@regutil.gg](mailto:info@regutil.gg)

## 7.5 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. We give compensation using a standard formula of one month's rental for every full working day that we default on our delivery targets for installing and maintaining your services. Claims cannot be made for faulty terminal equipment beyond the master socket. This daily rate will be paid for every day compensation is due up to a maximum amount equal to 12 months' line rental or £100, whichever is the lowest amount. Please refer to our General Terms & 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.