



Events Telecom Services Consultancy
Service MAC Systems Billing
Voice and Data Solutions

Codes of Practice

Introduction

MacNeil Training & Developments Ltd T/A MAC System are an independent company that delivers communications services to business customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Purpose of this Code of Practice

The Code informs you about our products, services, and customer care policies. We have prepared it in line with guidance published by Oftel (the regulator, which is now Ofcom)

How to Contact Us

Please contact our Customer Service Team or your Account Manager by telephone or in writing by post, fax or email to:

MacNeil Training & Developments Ltd
3 Carmunnock Road
Glasgow
G44 4TZ
Tel: 0141 583 8800
Fax: 0141 583 8804
Email: info@macsystems.co.uk

Opening Hours: Monday – Friday, 9am until 5pm

Our Commitment to You

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), we choose those providers carefully to ensure that a high quality service is provided. We make every reasonable effort to supply services that satisfy your requirements. We adhere to all relevant laws and regulations stated by telecommunications regulatory bodies.

Our Products & Services

- Single and Multiline Line Rentals
- Digital – ISDN2, ISDN30 and Highway Line Rentals
- Landline calls
- CPS-Carrier Pre-Selection
- Broadband ADSL Lines
- Leased Lines
- VOIP Services
- Mobile Phones & Line Rental
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For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0141 583 8800

Terms & Conditions

When you subscribe to a service from MacNeil Training & Developments Ltd, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0141 583 8800. We may carry out a credit check as part of our assessment procedures.

If applicable, the minimum contract term for our services is twelve months. We aim to provide services as soon as possible after 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 without charge up to 14 days before we commence providing your service. After the minimum term you can cancel any service, by calling our Customer Service Help Desk on 0141 583 8800 and by giving us 30 day working days written notice.

Faults & Repairs

Should you experience any fault with any of our services please contact our Customer Service Team on 0141 583 8800. Investigation into the fault will begin as soon as possible and we aim to have the fault repaired as soon as feasibly possible on the first working day after the day the fault was reported.

Account closure and refunds

If your account set up is complete (you have returned your registration form and contract), contact MAC Systems within 14 days to discuss the details with your account manager. If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 14 days after your order is placed. We will arrange a refund if you contact us within 14 days. We will not issue a refund after 14 days if there are no problems with your account or services.

Billing

We will bill you monthly, unless otherwise stated. Unless otherwise agreed in writing, payment will be collected by direct debit. If you wish to change your method of payment at any time, please contact our Customer Service Team.

We provide itemised bills showing all calls via e-mail at no extra cost as part of our service to you.

If you have difficulty paying your bill, please contact us on 0141 583 8800 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.

If You Are Moving Home or Office

Please call our Customer Service Team on 0141 583 8800 no later than 14 days before your move date. We will amend your account and billing requirements as necessary.

Number Porting (if applicable)

MacNeil Training & Developments Ltd recognises that keeping your existing telephone numbers may be important to you. If you move we will endeavour to offer you the same telephone number to minimise disruption. 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 0141 583 8800.

Complaints

We take customer complaints very seriously and we aim to resolve them quickly and efficiently. Should you have a complaint about any part of our service, please contact our Customer Service Team on 0141 583 8800. We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times.

If we cannot settle a complaint to your satisfaction, you may ask for help from Otelo (the Telecommunications Ombudsman) or Ofcom/Oftel.

Statement of Social Responsibility

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 0141 583 8800 to report the incident, and for information on how to deal with this situation.

Services for People with Special Needs

We are committed to helping all our customers to communicate easily. We offer the following additional services on request.

- Additional help and support if you have difficulty paying your bill
- Copies of this Code are available in larger print on request

Useful Contacts

OTELO: PO Box 730, Warrington, Cheshire
WA4 6WU
T: 0845 450 1614
E: www.otelo.org.uk

OFCOM: Riverside House, 2a Southwark Bridge Road
London
SE1 9HA
T: 0845 456 3000
E: www.ofcom.org.uk