Big Savings for Small Businesses

Everything you need to know about us and your contract
Superb service and unbeatable prices

Switch to Titan Telecom and we guarantee that we will beat any prices that you see or are offered by any other telecoms provider with our Price Guarantee. If you spot lower prices elsewhere, let us know and we will beat them. Guaranteed.¹

A company you can trust
We focus on providing small businesses with a superb service, at an unbeatable price¹. Tens of thousands of small businesses in the UK have already switched to us and are receiving cheaper lines and calls.

Switching is simple
Because our lines are serviced and maintained by BT Openreach², switching couldn’t be easier:

- No need to change your number - all of your telephone numbers will stay the same
- No need for any new equipment - no alterations to your existing phone lines
Superb UK based customer service

As a Titan Telecom customer, you’ll receive one easy-to-understand bill each month for all your communication services. And, for peace of mind, all payments made to Titan Telecom are covered by the Direct Debit Guarantee.

If you have any questions, our efficient customer management system is backed up by a friendly UK-based customer service team. In the unlikely event of a fault, BT Openreach engineers will be sent to rectify the problem.

Titan Telecom’s Operations Division has gained the following accreditations:

No obligation trial

We appreciate this service may seem too good to be true. That’s why we offer all prospective customers a 30 day, no commitment trial. If, during that time, our low costs and excellent service don’t impress, just pay for the services you’ve used and you can move to the provider of your choice.
New customers often find our prices a very pleasant surprise. Small wonder, when you can make fantastic savings against BT’s charges. Here’s how our key prices compare...

Example Monthly Savings

<table>
<thead>
<tr>
<th></th>
<th>Titan Telecom</th>
<th>BT</th>
<th>Saving</th>
<th>Saving %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Price Ex. VAT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Line Rental</td>
<td>£12.99*</td>
<td>Line Rental</td>
<td>£7.00</td>
<td>35%</td>
</tr>
<tr>
<td>Essential Broadband</td>
<td>£7.99</td>
<td>Broadband</td>
<td>£2.01</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>£20.98</td>
<td>Total</td>
<td>£9.01</td>
<td>30%</td>
</tr>
</tbody>
</table>

*Excluding ISDN 30 which is charged at £14.99 per month
Brilliant broadband

Don’t let your business be held back by a slow broadband connection.

- Inclusive wireless router
- No activation fee
- UK based technical support

**Essential Broadband**
- Up to 17Mb download speed
- 20GB monthly download limit

£7.99 Per Month Ex. VAT

**Unlimited Broadband**
- Up to 17Mb download speed
- UNLIMITED download limit

£14.99 Per Month Ex. VAT

* Price quoted does not include line rental at only £12.99 a month.

* Upgrade at any time

70% CHEAPER THAN BT!

10GB MORE THAN BT!

12% CHEAPER THAN BT!
Tailored for you

For even lower costs, why not tailor our call plans to suit your business needs? Combine as many, or as few, of the plans below as you like.

<table>
<thead>
<tr>
<th>Call plans</th>
<th>Description</th>
<th>Cost per line (or channel) per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK Landline Anytime</td>
<td>Free calls to all numbers beginning 01, 02 and 03. Any time, day or night.</td>
<td>£5</td>
</tr>
<tr>
<td>Unlimited Landline and Mobile Calls</td>
<td>Unlimited calls from your landline to all UK mobiles and numbers beginning 01, 02 and 03.</td>
<td>£10</td>
</tr>
<tr>
<td>International Cost Saver&lt;sup&gt;13&lt;/sup&gt;</td>
<td>The 24 International Caller destinations are capped at 5p per call. 50% off Titan’s standard per minute rate to all other international destinations.</td>
<td>£5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of call</th>
<th>Charge (pence per minute)&lt;sup&gt;16&lt;/sup&gt;</th>
<th>Cap (per hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local and National</td>
<td>2p</td>
<td>25p</td>
</tr>
<tr>
<td>Mobile</td>
<td>10p</td>
<td>60p</td>
</tr>
<tr>
<td>International Calls</td>
<td>Calls to the 24 International Caller destinations are charged at 3p per minute.&lt;sup&gt;14&lt;/sup&gt;</td>
<td>Calls to International Caller destinations are capped at 25p.&lt;sup&gt;15&lt;/sup&gt;</td>
</tr>
</tbody>
</table>
International Caller destinations

Calls to the following destinations are only charged at 3p per minute and capped at 25p per call.\textsuperscript{16, 17}

Australia, Austria, Bangladesh, Belgium, Canada, China, Denmark, France, Germany, Hong Kong, India, Ireland, Italy, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Spain, Sweden, Switzerland, Turkey, USA
FraudDefender

To help protect our customers against telecoms fraud we’ve developed a fraud monitoring service, **FraudDefender**, which will automatically be activated on your account.

- Monitors your lines 24/7, 365 days a year
- Detects unusual call activity on your lines
- Alerts us so that we can investigate
- Suspends service if necessary, preventing further fraud taking place
- Reduces the risk of financial damage
- Only £1.49 per month per account
- Two month FREE trial...

Customers will benefit from **FraudDefender** free for the first two months. After which it will be charged at just £1.49 per month, per account. However, you can remove the **FraudDefender** service at any time should you want to by calling our Customer Service Team on **0844 257 0844**[^9].

To find out more about telecoms fraud visit [www.titantelecom.uk.com/frauddefender](http://www.titantelecom.uk.com/frauddefender) or log into Customer Zone at [customerzone.titantelecomuk.co.uk](http://customerzone.titantelecomuk.co.uk) for more ways to protect your business.
What happens next?

Now you have made the decision to join Titan Telecom, we want you to start enjoying our savings as soon as possible.

1. In the next 2-3 days our service team will contact you to make sure you are 100% happy with the decision you have made. If you agreed to join over the phone or online you will already have received this call.

2. You will then receive your contract pack in the post, confirming your transfer date.

3. You may receive a letter from your current provider confirming that you are leaving them. If your contract period has not finished and you have incurred an Early Termination Fee, please call our Welcome Team on 0844 257 0814 for assistance on what to do next.

4. Then approximately 2 weeks later your line will transfer to Titan Telecom.

5. Then on your start date your 30 day no commitment trial will begin.

6. You start to benefit from the savings just like all our other customers.
Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change, Titan Telecom Limited will notify you in advance in accordance with the notice given on your invoice or as otherwise agreed, such notice to be around 7 days.

If an error is made by Titan Telecom Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. If you receive a refund you are not entitled to, you must pay it back when Titan Telecom Limited asks you to.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.
In these terms and conditions, when the following words are shown in bold they have the following meanings:

**Agreement** means the Agreement between us and you, for the provision of the Service, including any reconnection charges following suspension of the Service, as provided for at clauses 3, 6.2, 8.6 and 8.7.

**Charges** means the Charges made by us to you for the provision of the Service, including any reconnection charges following suspension of the Service, as provided for at clauses 3, 6.2, 8.6 and 8.7.

**FraudDefender** means us using reasonable endeavours to monitor telephone landline(s) we have provided for Customers during the Initial Supply Period and any Subsequent Supply Period for any unusual activity, which may result in us using our sole discretion to suspend any such landline(s) using CDRs where it deems necessary, thereafter notifying the Customer of such suspension.

**Initial Supply Period** means the minimum period of the Agreement, which shall commence on the day that Service is first provided.

**Number** means the telephone line(s) in respect of the telephone number(s) set out in the Schedule of Service.

**Rate Schedule** includes an annual price increase, which will be the annual percentage increase in the Retail Price Index (RPI) published by the Office for National Statistics, such price increase to take effect in January of each year of the Initial Fixed Supply Period and each Subsequent Supply Period.

**Supply Period** means the Initial Supply Period, Subsequent Supply Period or any other period during which Service is provided.

**Subsequent Supply Period** means any fixed period agreed between us and you subsequent to the Initial Supply Period.

**Service** means line rental, telephone calls, the installation (where applicable), connection and supply of broadband network access to the internet and/or any other services provided by us to you, including contact with our customer service centre.

1. **Explanation of words used in this Agreement**

   In these terms and conditions, when the following words are shown in bold they have the following meanings:

   “Agreement” means the Agreement between us and you, for the provision of the Service, including any reconnection charges following suspension of the Service, as provided for at clauses 3, 6.2, 8.6 and 8.7.

   “Charges” means the Charges made by us to you for the provision of the Service, including any reconnection charges following suspension of the Service, as provided for at clauses 3, 6.2, 8.6 and 8.7.

   “FraudDefender” means us using reasonable endeavours to monitor telephone landline(s) we have provided for Customers during the Initial Supply Period and any Subsequent Supply Period for any unusual activity, which may result in us using our sole discretion to suspend any such landline(s) using CDRs where it deems necessary, thereafter notifying the Customer of such suspension.

   "Initial Supply Period" means the minimum period of the Agreement, which shall commence on the day that Service is first provided.

   “Number” means the telephone line(s) in respect of the telephone number(s) set out in the Schedule of Service.

   “Rate Schedule” includes an annual price increase, which will be the annual percentage increase in the Retail Price Index (RPI) published by the Office for National Statistics, such price increase to take effect in January of each year of the Initial Supply Period and each Subsequent Supply Period.

   “Supply Period” means the Initial Supply Period, Subsequent Supply Period or any other period during which Service is provided.

   “Subsequent Supply Period” means any fixed period agreed between us and you subsequent to the Initial Supply Period.

2. **Service**

   2.1 We agree to provide you with Service under these terms and conditions. We may at any time without notice need to vary the Service for technical, operational or other reasons at our reasonable discretion.

   2.2 We will use our best efforts to provide a continuous high quality Service in accordance with these terms and conditions. We reserve the right not to provide Service where Service cannot be reasonably provided due to any geographic, practical or technical issues arising.

   2.3 The Service provides you with line rental and call services up to the line box at your property. We are not responsible for equipment at your property. It is your responsibility to ensure that this equipment is in good working order.

   2.4 We will endeavour to provide you with the Service at the speed stated on your contract, however this speed is a theoretical speed and is unlikely to be achieved. We will provide the Service at the fastest available stable speed. Download times may be slower if the network or the Internet is congested.

   2.5 The Service is designed for businesses, and you have confirmed to us that you are a trading business.

3. **Charges & Payment**

   3.1 We will make Charges for the provision and use of the Service in accordance with our Rate Schedule subject to clauses 3.2, 8.4 and 10.6.

   3.2 Invoices are issued monthly and are due for payment by Direct Debit in accordance with the advance notice given on your invoice. If invoices are not paid by Direct Debit, then we will charge you £10 per month for administration costs.

   3.3 The Rate Schedule includes an annual price increase, which will be the annual percentage increase in the Retail Price Index (RPI) published by the Office for National Statistics, such price increase to take effect in January of each year of the Ini-
tial Fixed Supply Period and any Subsequent Supply Period.
3.4 If invoices are not paid monthly by Direct Debit then we will charge you for any collection costs incurred by us.
3.5 Interest will be charged on unpaid invoices from the due date until payment, at a rate of 1.5 per cent per month or part thereof.
3.6 Charges for the use of the Service at any time other than during the Initial Supply Period or any agreed Subsequent Supply Period shall be charged at the Standard Variable Rate.
3.7 Value Added Tax, or any other levy or tax, will be added at the prevailing rate on to all sums due to us, which are stated exclusive of Value Added Tax.
3.8 You agree not to delay or withhold payment to us for any reason, including any claim or complaint that you may have. Any payments made to us will be applied by us as we deem appropriate.
3.9 We reserve the right to use information provided by you to make necessary credit status enquiries.
3.10 If we incur costs as a result of your non-payment, you agree to reimburse and indemnify us in respect of those costs.
3.11 The actual Charges applicable to you shall be determined by the option agreed at the time this Agreement is entered into, subject to clauses 3.1, 3.2 and 3.3.
3.12 Normally, charges for calls will be invoiced monthly in arrears and fixed monthly charges, including line rental, will be invoiced monthly in advance. Charges may be required to be pre-paid by way of deposit. Charges may relate back to months prior to the previous month.

4. Obligations
4.1 You agree not to use the Service in any improper or unlawful manner or in any manner that may cause offence.
4.2 You agree to use the Service and or the Service Equipment in accordance with our reasonable instructions.
4.3 You agree not to use, nor to permit anybody else to use, the Service to do any of the following:
- publish, post, distribute or disseminate, defamatory, infringing, obscene, indecent or unlawful material or information;
- threaten, harass, stalk, abuse, disrupt or otherwise violate the rights (including rights of privacy and publicity) of others;
- knowingly make available or upload files that contain software or other material, data or information not owned by or licensed to you;
- knowingly make available or upload files that contain a virus or corrupt data;
- falsify the true ownership of software or other material or information contained in a file that the customer makes available;
- “spam” or otherwise deliberately abuse the Service.
4.4 You agree to allow us or our duly appointed agents access to your premises for the purposes of installation, programming, repair and maintenance, whenever necessary.
4.5 You agree to pay for all Service provided by us as set out in these terms and conditions.
4.6 If you do not make payment by Direct Debit you agree to pay the increased charges explained in clause 3.2 above.
4.7 You accept responsibility for the usage of the Service, whether the use of the Service has been expressly authorised by you or not.
4.8 You agree to inform us, giving at least 30 days written notice, of any changes in your personal details, including change of address, in accordance with clause 10.9.
4.9 If we have programmed your telephone system, you agree not to modify or change this programming without our written consent.
4.10 You agree not to make any telephone calls from the Number by any other means other than by using the Service during the Supply Period.
4.11 You agree that we will be your only supplier of telecommunication services that are the same or similar to the Service during the Supply Period.
4.12 You agree to terminate at your own expense any existing contracts that you may have with alternative providers, which provide you with services similar to the Service.
4.13 You agree to provide us with consent to allow telecommunication service providers to disclose relevant information about you to us.
4.14 You agree not to claim any ownership rights over the Number, nor to attempt to sell or agree to transfer the Number provided to you.
4.15 You agree that we may prevent your transfer to another provider if such transfer is to complete during the Initial Supply Period or any agreed Subsequent Supply Period.
4.16 You agree to provide appropriate space and any necessary electricity supply for the power of the Service Equipment. You will not charge us for the space or the electricity consumed by the Service Equipment.

5. Faults
5.1 If you experience a fault, you should report this to us by telephone.
5.2 We will use our best efforts to repair faults in a reasonable time period, but you understand that repairing faults may be delayed by engineer availability, access issues or other reasons and accept that we are not able to offer any guarantees as to the time taken to repair any faults.
5.3 We shall not be liable to you for any losses incurred as a result of an interruption to the Service.
5.4 If a fault is caused by your own equipment, or by any equipment situated at your property, we may recover from you all reasonable costs incurred by us, which may include Charges for wasted visits to your premises.

6. Suspension of Service
6.1 You agree that we may suspend Service in order to maintain or improve Service or if we are obliged to do so by virtue of any direction or request from any Government Department, Emergency Service, or Regulatory or Administrative Authority.
6.2 We shall be entitled to suspend any part of or all of the Service without notice in the event that any payments are not made by you to us within 14 days.
Such suspension will not affect your obligation to pay for the Service during the period of suspension or thereafter, and will not affect our rights to charge a termination fee, in accordance with clause 8.6.

7. Liability
7.1 Neither you nor we exclude or limit our liability for death or personal injury caused by our negligence.
7.2 We shall not be liable for any loss or damage caused to you except where caused by our negligent acts or negligent omissions or our breach of contract and in such event our total liability to you under this Agreement for any loss or damage shall be limited to £5000.
7.3 Subject to clause 7.1, we shall not be liable to you for: any indirect, consequential and/or special loss or damage; loss of profit; loss of revenue, loss of production or loss of business; loss of contracts; loss of goodwill, loss of reputation or loss of opportunity; loss of anticipated savings or loss of margin; loss or destruction of data; wasted management, operational or other time; liability of you to third parties; or the acts or omissions of network operators or other telecommunication service providers on whom we have to rely to provide the Service.
7.4 You are advised to obtain your own business continuity insurance.
Terms and Conditions continued

7.5 In relation to FraudDefender, we shall not be liable to any party for any losses suffered in the event of delays or other non-performance, whether due to delayed delivery of CDRs which are provided by third parties, or for any other reason.

7.6 We shall not be liable for any losses to any party that arise as a result of fraudulent activity, whether or not due to any failure or non-performance in FraudDefender. FraudDefender does not prevent such activity from taking place.

8. Termination

8.1 You are able to end this Agreement without penalty at the end of the Initial Supply Period as agreed with you at the point of sale, or at the end of any Subsequent Supply Period that has been agreed. If you do end this Agreement during the Initial Supply Period or any Subsequent Supply Period then we are entitled to charge a termination fee, as per clause 8.6.

8.2 You are able to end this Agreement if you have a receiver, administrative receiver, liquidator or supervisor of a voluntary arrangement appointed over it, or over any part of its undertaking or assets or a resolution is passed for its winding up, or if an administration order is made, or if it enters into a voluntary arrangement with its creditors, or ceases or threatens to cease to carry on business, proof of which must be provided mandatorily in all cases in form of a letter from a solicitor firm or a licensed insolvency practice or an accountancy firm currently registered with and regulated by the respective regulatory authority. You must send this proof to our head office at least 30 days before you intend to cease to trade. We will then cease the Service on the date advised. You will not be able to make or receive telephone calls from that date, and your telephone number(s) may be allocated to somebody else or withheld to prevent further use.

8.3 If you are trading as a sole trader then you are able to end this Agreement if you have ceased trading in all capacity, including in all businesses you are involved in, proof of which must be provided by a letter from a firm of solicitors regulated by the Solicitors Regulation Authority.

8.4 We may change the Charges at any time. If we change the Charges to your material detriment, for example where we change any recurring Charges, we will publish any such changes online at www.titantelecom.uk.com and will inform you in writing (by email or post) at least one month before the change is to take effect. If the change is not to your material detriment we will publish the change in accordance with clause 8.6. If we change the Charges to your material detriment, you may give us written notice to end the Agreement within 30 days of date on which we inform you in writing of the change(s). If you move premises, then we will transfer Service to your new premises, and the terms of this Agreement will continue. If this happens, we will use our reasonable efforts to provide you with the same telephone number(s), but you accept that this may not be possible. You agree to pay any costs involved in relocating the Service.

8.5 If you breach any of the terms of this Agreement. If the Agreement is terminated by reason of clauses 8.2 or 8.3 and, in the case of clause 8.3, you fail to provide the required proof, or because of this clause 8.6, then we will charge you a termination fee of £249 per line, channel or connection for each year or part-year remaining of the Initial Supply Period or any Subsequent Supply Period. You agree that this represents a fair and reasonable estimate of the losses that we would suffer in these circumstances. If you or we terminate this Agreement for any reason before the end of the Initial Supply Period, you will, within 14 days of the date of termination, return any Service Equipment to us in good condition and suitable packaging. Should you fail to do so, you shall pay us £50 for each piece of Service Equipment we have provided to you.

8.6 We may suspend or cease Service in circumstances where we would be entitled to terminate this Agreement. If we do this, then this will not affect our right to terminate this Agreement, or to charge you a termination fee.

9. Fair Usage Policy

9.1 We operate a fair usage policy for its Unlimited Broadband. You will incur no additional charge or suspension of service as a consequence of exceeding any usage threshold. If we believe that your use of the Service is adversely affecting the network (or any part of it) or other customers, then we may moderately regulate your usage.

10. General

10.1 You may not assign or transfer this Agreement or any rights hereunder to any third party, without our prior written consent. We may assign or transfer this Agreement or any rights hereunder to any third party, without our prior written consent.

10.2 Neither party shall be liable for breach of its obligations under this Agreement if the breach is caused by flood, fire, accident, explosion, strike, war, embargo, Government restriction, Act of God, inability to secure materials, industrial dispute or any other cause beyond the parties’ reasonable control including in particular acts or omissions of other providers of similar services.

10.3 The remaining parts of this Agreement shall remain in full force in the event that any part of this Agreement shall be invalid, illegal or unenforceable, as if the unenforceable part had been omitted from the original Agreement.

10.4 All the terms of this Agreement are set out herein. Neither party has relied upon any representations, assurances or other agreements, whether verbal or otherwise, unless set out herein.

10.5 In the unlikely event that you have a complaint about the service received, please refer to our website www.titantelecom.uk.com/why-titan/our-policies for details about our complaints procedure.

10.6 We may make changes to the terms and conditions of this Agreement and will, save as stated otherwise in this Agreement, provide you with 14 days notice of any such changes by publishing such changes on www.titantelecom.uk.com.

10.7 No waiver by either party shall constitute any variation to this Agreement.

10.8 Singular words shall be construed as including words of the plural and vice versa.

10.9 Any notices given by you under this Agreement shall be made in writing and sent by registered post. Subject to clause 10.6, any notices given by us under this Agreement shall be made in writing, and sent by post, email or fax.

10.10 This Agreement shall be governed by and interpreted in accordance with the Laws of England and shall be subject to the exclusive jurisdiction of the courts of Manchester, England.

Sales and Marketing Code of Practice

Key Features

- Titan Telecom is a responsible company and adheres to all legislative and regulatory compliance issues, in conjunction with its internal voluntary compliance controls.
- Titan Telecom does not accept any forms of mis-selling or misrepresentation from anyone representing the company.
- Titan Telecom ensures that its advertising and campaign literature is regularly updated and is clear, concise, unambiguous, accurate, fair, and contains no false or misleading information regarding prices, savings, or benefits, of any products or services offered by Titan Telecom, or any of its competitors.
- Titan Telecom takes pride in its good reputation and expects its staff to be courteous and professional at all times, to be factual and accurate, to be able to explain the products and services provided by Titan Telecom, to be aware of the sales and marketing code of practice and to not misrepresent any services offered by other service providers.
- Titan Telecom offers all customers a consolidation period, which is the period from entering into the agreement until approximately two working days before supply commences. All customers are made aware of this period. No cost will be applied for accepted cancellations during this period.

This code of practice sets out the procedures that Titan Telecom adheres to in relation to its sales and marketing processes. Titan Telecom is a responsible company and recognises all legislative and regulatory compliance issues, in conjunction with its internal compliance controls. Titan Telecom’s company registration number is 6445180.

The purpose of this code of practice is to ensure that Titan Telecom resolves any issues, which may arise before, during, and after the point of sale. Titan Telecom ensures that all customers entering into an agreement with Titan Telecom fully understand the nature of the Fixed Line Telecommunication Agreement and intend to proceed with the transfer. Titan Telecom does not tolerate any forms of mis-selling or misrepresentation from anyone representing the company.

All representatives of Titan Telecom, regardless of their position or job description, are made aware of the existence of the code of practice and informed of the contents of the code. Through management structures, representatives of Titan Telecom will be monitored and reviewed for their compliance with the code.

Titan Telecom ensures that we provide our customers with protection from harmful conduct arising from irresponsible sales and marketing activity. We also ensure good practice and responsible selling.

It is the intention of Titan Telecom to provide a clear and accurate picture of the operation of Titan Telecom, providing reassurance to customers as to what constitutes good practice in the Fixed Line Telecommunication Industry. Titan Telecom has provided copies of its Sales and Marketing Code of Practice to the Head Office of the Citizens Advice Bureau. The code is also available on the company’s website (www.titantelecom.uk.com) or upon request, free of charge.

The person responsible for compliance with the code within Titan Telecom is our Head of Compliance, who can be contacted by writing to Head of Compliance, Titan Telecom, PO Box 844, Manchester, M22 4ZG or by emailing compliance@titantelecom.uk.com or by telephoning 0161 946 4825.

Status of Code

Titan Telecom publishes and adheres to this code on a voluntary basis, however, non-compliance with this code does not affect the validity of any contract between Titan Telecom and the customer, whether verbally agreed or signed.

Sales, Marketing, Advertising and Promotion

Titan Telecom approaches potential customers in a number of different ways, including by post, by telephone, and in person. Customers’ legal rights regarding Telephone Preference Service (TPS), Corporate Telephone Preference Service (CTPS), Mail Preference Service (MPS), Facsimile Preference Service (FPS) and E-mail Preference Service (EPS) are respected and data used to contact customers is screened regularly.

Titan Telecom ensures that its advertising and campaign literature is regularly updated and is clear, concise, unambiguous, accurate and fair, and contains no false or misleading information regarding prices, savings, or benefits, of any products or services offered by Titan Telecom, or any of its competitors.

Recruitment and Sales Training

Titan Telecom recruits its sales and marketing staff and third party agencies on the basis that our sales and marketing representatives are the voice and face of Titan Telecom and the initial contact that its customers will receive. We believe that your first impressions are the ones that last. Titan Telecom will not tolerate any behaviour from any of our sales and marketing staff or third party agencies, which brings the good name of Titan Telecom into disrepute.

All prospective sales and marketing staff have background checks carried out into previous employment positions and any evidence of mis-selling or lack of integrity and any criminal convictions are taken into account.

All successful applicants complete training courses to ensure:

- A complete and accurate understanding of the Titan Telecom Fixed Line Telecommunication package.
- Awareness of the courteous behaviour and integrity expected of them at all times.
- Awareness of the code of practice and its contents, and their responsibility to comply with the code at all times.
- Awareness of GC22 and other relevant regulations.
- The complete awareness that mis-selling, misrepresentations, and disrespectful behaviour will not be tolerated and that any allegations made will be fully investigated in line with the company’s code of conduct and its internal disciplinary procedures.
Sales and Marketing Code of Practice continued

Titan Telecom also requires all of its representatives to maintain a high level of personal standards, in appearance, manner, and conduct.

Titan Telecom has a management structure in place that is fully responsible for the actions and conduct of its representatives and their compliance with the code of practice. Any allegations of misrepresentation or mis-selling against any member of the Titan Telecom sales teams should be reported to:
- Head of Compliance, Titan Telecom, PO Box 844, Manchester, M22 4ZG;
- or by emailing compliance@titantelecom.uk.com;
- or by telephoning 0161 946 4825.

We also have stringent checks to ensure that each employee recruited by Titan Telecom is identified by providing his or her national insurance number and an authorised proof of address. Titan Telecom also requests that two independent references are provided from different former employers, to ensure there has been no previous history of sales related misconduct. Titan Telecom conducts regular assessments of office based and field sales staff and continuously monitors their performance. Titan Telecom will make all reasonable endeavours to retrieve all company literature, paperwork and identification badges from any representative leaving the company.

As part of the training for new and existing sales representatives, Titan Telecom provides a sufficient understanding into the process of ordering the telecommunication service. Titan Telecom recognises the consumer protection laws and provides an awareness of these laws to its representatives. As part of the training course Titan Telecom ensures its representatives are fully aware of the contract, the duration of supply, the terms and conditions of supply, and any termination fees applicable for the early termination of the agreement. They are also trained in the correct procedure for the cancellation of customer agreements and the handling of customer complaints.

Titan Telecom documents all remuneration systems, which are designed in a manner to encourage responsible sales practice.

Customer Contact

Titan Telecom does not visit or make telephone calls to customers outside the hours of 8.00am to 8.00pm, unless at the customer’s request.

If we call you, we will let you know who we are at the beginning of the call. We will also let you know why we are calling, and how long we expect the call to last. If you do not want us to continue, we will immediately end the call.

Each representative of Titan Telecom involved in face-to-face contact with customers is issued with a company identification badge, which clearly displays the representative’s photograph, name and unique identification number, and expiry date.

Upon arrival at an appointment, the representative will immediately identify himself or herself as a representative of Titan Telecom, show the customer the identification badge, and advise the customer of the expected duration of the meeting.

Titan Telecom takes pride in its good reputation and expects its staff:
- To be courteous and professional at all times.
- To be factual and accurate.
- To be able to explain the products and services provided by Titan Telecom.
- To be aware of and comply with its sales and marketing code of practice.
- Not to misrepresent any services offered by Titan Telecom or other service providers.

If any contact with a customer is inconvenient or unwelcome, discussions will be ceased immediately. Any customer who wishes to have no further contact from Titan Telecom can request the removal of their details from our marketing database by writing to: The Database Department, Titan Telecom, PO Box 844, Manchester, M22 4ZG.

Titan Telecom will not direct its marketing activities to those who are under the legal age of entitlement to enter into a contract and will not abuse the trust of vulnerable customers.

Titan Telecom retains the records of all customer contacts for a period of not less than 6 months and all information, including the sales person’s details, are recorded on our database.

Entering into a Contract – Information, Order Forms and Contracts

Titan Telecom takes all reasonable steps, whether it is in person or over the phone, to ensure the person agreeing to the contract is authorised to enter into an agreement for telecommunication services on behalf of the customer, and that the person entering into a contract understands and intends to enter into the contract.

Titan Telecom has designed all of its contractual documentation in a specific manner to ensure that the contractual nature of the document is clear and concise.

Where a representative meets the customer in person, the declaration statement is adjacent to where the customer signs their acceptance. The features of the contract are clearly stated on the front of the agreement, with the terms and conditions on the reverse. The customers sign over the word “contract”.

Where a representative visits the customer, the Titan Telecom contracts are set out in such a format, which provides the customer with an overview of the contract and general terms of supply. It is the customer’s responsibility to review the contract and its terms and conditions, and ask questions regarding any aspects of which they are unclear, prior to their acceptance of the contract. The below features appear clearly on the contract:
- Contact details for the Company, including its postal address, telephone number, facsimile number, email address, and website address.
- Minimum period of supply.
- Features of Service, including charges for local and national calls, reference to pricing sheets.
- Payment terms.
- Termination procedures and fees, which may be applicable.
- Customer Service opening hours.

Titan Telecom provides all customers with an information booklet which provides details on the headline rates of the service and clearly displayed website address to find the full pricing details for Titan Telecom.

Titan Telecom offers all customers a consolidation period, which is the period from entering into the agreement until approximately two working days before supply commences. All customers are made aware of this period. No cost will be applied for accepted cancellations during this period. Requests for cancellation should be made by telephone to the customer service department on 0844 257 084416, by writing to Customer Services, Titan Telecom, PO Box 844, Manchester, M22 4ZG, by facsimile to 0844 257 0845, or by email to...
Cancellation requests outside of this period will be referred to the terms and conditions of the customers’ contracts.

All Titan Telecom customers will receive a communication prior to the commencement of the switchover of service providers. This letter explains the customers’ right to cancel without cost during the transfer period. This communication will contain contact details for our customer services department, including the full postal address, telephone number, facsimile number, and email address.

**Audits**

Titan Telecom will carry out regular checks on all aspects of the training of sales and marketing staff, paperwork, recordings, company documentation and the procedures involved. We will also carry out checks on a regular basis of all correspondence and information provided to customers by Titan Telecom. Titan Telecom will ensure that we are acting compliantly with all aspects of this code.

Our customer contracts are stringently checked upon receipt to ensure that the paperwork has been completed correctly, that documents have been signed by the customer where appropriate, and that no unauthorised amendments have been written on any contractual documents, by either the company representative or the customer. If any unauthorised amendments are found on any contractual documents then we will reject these contracts and the relevant sales department will be informed.

**Customer Complaints Procedure**

Any customer complaints relating to our sales and marketing procedures should be made in the first instance to Compliance Manager, Titan Telecom, PO Box 844, Manchester, M22 4ZG or by emailing compliance@titantelecom.uk.com or by telephoning 0161 946 4825. Upon receipt of a complaint, an internal investigation will be conducted and we aim to provide a resolution to the customer within 28 days.

If the customer believes that their complaint has not been dealt with satisfactorily then they should then write to Head of Compliance, Titan Telecom, PO Box 844, Manchester, M22 4ZG. The Head of Compliance will endeavour to provide a resolution to the customer within 28 days of receipt of the correspondence.

All complaints against our sales and marketing staff, which are upheld, will be drawn to the attention of the Director for internal disciplinary action.

Titan Telecom is a member of the Alternative Dispute Resolution (ADR) scheme run by the Ombudsman Services: Communications. Customers should only contact Ombudsman Services: Communications if a complaint made in accordance with the above procedures has not been dealt with to the customer’s satisfaction. Ombudsman Services: Communications may refuse to accept the complaint if the above procedure has not been followed, and Titan Telecom has not been given a fair chance to resolve the complaint. Ombudsman Services: Communications may request a “deadlock” letter to be issued, and wait until after a period of 8 weeks has elapsed from the date that the complaint was first made. The ADR scheme run by Ombudsman Services: Communications is only available to customers whose total annual expenditure including line rental, calls, and VAT, is less than £5,000 per annum.

**Distributing the Code: Creating Awareness**

Titan Telecom has taken steps to advise all members of staff and representatives, regardless of their position within the company, of the existence of the Code of Practice. This code is available via the company’s internal intranet and is available on the company’s website. The code is also available to all customers upon request, free of charge.

Titan Telecom has passed details of its Code of Practice to Ofcom, Ombudsman Services: Communications, and the Head Office of the Citizens Advice Bureau.

**Moving Premises**

When you’re moving premises, it is important to give us as much notice as possible (at least 30 days). Contact us and we will coordinate the transfer of supply to your new premises, arrange an engineer’s appointment and secure the retention of your telephone numbers wherever possible. If it is not possible to retain your number, we can offer effective solutions to ensure you never miss a call.
Notes

1. Price Guarantee applies to line rental and call services only. Competitor’s offer must include prices for all call types, any applicable call set up or minimum call charges, line rental and all other services. Competitor’s offer must be for PSTN lines and calls in the UK for business use. Competitor’s offer must be provided to us by email at price.guarantee@titantelecom.uk.com

2. BT Openreach’s network is now available to all communications providers on an equivalent basis to BT Retail. If you have a BT Openreach line your services can be transferred to Titan Telecom.

3. There is no contractual commitment to Titan Telecom within the first 30 days of service allowing you to evaluate how good our services are. If you choose to leave Titan Telecom during the trial period you will be required to pay for service used during the period we supplied you, but there is no charge for ending the agreement early.

4. Based on price comparisons of 1. BT Broadband and BT Line Rental (Prompt Care) under a 24 month package, as published on www.business.bt.com/packages and 2. Titan Telecom’s Essential Broadband and Line Rental on 1 September 2015. Where Titan Telecom is unable to supply broadband and line rental using its standard technology, Titan Telecom will use an alternative technology and an upgraded care level cover at an additional cost of 50ppm (subject to your agreement).

5. All prices exclude VAT.

6. A delivery fee of £7.99 will be charged.

7. Broadband price compared using the monthly costs of BT Broadband, as published on www.business.bt.com/packages and Titan Telecom’s Essential Broadband on 1 September 2015. BT Broadband includes a 10GB usage limit and a £30 one off connection fee.


9. Broadband speed is dependent on line length and quality. Broadband speed of up to 17Mb is based upon over 10% of Titan Telecom customers achieving this speed or faster.

10. £2 per 2GB over limit charge applies.

11. We operate a fair usage policy for our Unlimited Broadband. You will incur no additional charge or suspension of service as a consequence of exceeding any usage threshold. If we believe that your use of the service is adversely affecting the network (or any part of it) or other customers, then we may moderately regulate your usage.

12. Prices exclusive of VAT, charged monthly in advance, minimum period 1 month and non-refundable. Subject to fair usage policy.

13. Calls are capped at the rates quoted for the first hour of a call. Calls longer than 60 minutes will be charged at the applicable rate after 60 minutes.

14. For calls to all other international destinations see the full pricing schedule, available at www.titantelecom.uk.com or upon request.

15. Calls to all other international destinations are uncapped.

16. Connection charges apply; 10p to local and national, 12p to mobile and 12p to international destinations.

17. Excludes calls to mobiles (except USA).

18. Based on the comparison of the average cost of a 2 minute call to (1) Titan Telecom’s International Caller destinations (Australia, Austria, Bangladesh, Belgium, Canada, China, Denmark, France, Germany, Hong Kong, India, Ireland, Italy, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Spain, Sweden, Switzerland, Turkey & USA) and (2) the same destinations in the BT One Plan Traditional International Calls price list as published on www.business.bt.com/packages/phone-line-and-broadband on 1 September 2015.

19. Calls cost 7p per minute plus your telephone company’s network access charge. Titan Telecom charges 8p, other providers may vary.