



PCS136 – Issue 1 Classification – Public PCSG – Code of Practice

Pure Cloud Solutions Ltd
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E: info@purecloudsolutions.com

Company No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
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Company No: 8500006
VAT No: 161614625

PCS Mobile Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
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Company No: 8500006
VAT No: 161614625



Part 1 - Code of Practice for PCSG Customers

Introduction to our Company and Services

Pure Cloud Solutions Limited provides communication services to business customers. Although we may not directly supply all components of our services, we are responsible for the services delivered. We coordinate with our suppliers to address and resolve any issues with their services promptly.

Purpose of this Code of Practice

This code provides detailed information regarding our products, services, customer care policies, as well as the location of our charges and terms and conditions. Our Code of Practice is accessible on our website at www.purecloudsolutions.co.uk. Additional copies can be requested, free of charge, by any Pure Cloud Solutions Limited customer.

How to Contact Us

Please contact our Customer Services Team using one of the following:

By Phone: 0333 150 6780 (Opening Hours: Monday to Friday, 09:00 – 17:00 excluding bank holidays)

By Email: support@purecloudsolutions.com

By Letter: Customer Service Team, Pure Cloud Solutions Limited, 6 The Pavilions, Amber Close, Tamworth, Staffordshire, B77 4RP

Via Our Website: www.purecloudsolutions.co.uk

Our Commitment

We are dedicated to providing top-quality customer service. When selecting our wholesale partners, we ensure high standards for your benefit. We strive to meet your needs and comply with all relevant laws and regulations.

Products and Services

- **Managed Connectivity Services**
 - SoGEA
 - FTTP
 - Ethernet
 - Point to Point
 - Cellular
 - Satellite
 - Managed Network Services
 - Design
 - Cabling
 - Hardware
 - WiFi
 - SASE
 - SD-WAN
- **Managed Communications Services**
 - Business Mobiles
 - Cloud Unified Communications
 - On-premise Phone Systems
 - SME Contact Centre
 - SIP Trunks
 - Collaboration & Meeting Rooms
 - Office Moves, Audits & Surveys
- **Managed IT Services**
 - Audits
 - Managed IT Support
 - Digital Transformation
 - Cloud Migration
- **Managed Cloud Services**
 - Audits
 - Microsoft 365
 - Azure Virtual Desktop
 - Hosting
 - Backup
 - Email Signatures
- **Managed Security Services**
 - Audits
 - CE & CE+
 - PEN Testing
 - Cyber Security



- Device Security
- Education & Training
- Physical Security
- **Managed Business Continuity & Disaster Recovery**
 - **Audits**
 - **Infrastructure BCDR**
 - **SaaS BCDR**
 - **Resiliency**
 - **UPS**
- **Managed Print**
- **Energy**

For more details on any of our products and services, or to place an order, please contact our Customer Service Team.

Marketing

We work to the UK advertising rules (CAP Code) which are set out on the website www.cap.org.uk

Terms and Conditions

Upon subscribing to a service from Pure Cloud Solutions Limited, you will be required to sign an agreement that includes all relevant terms and conditions. As part of our assessment procedures, we may conduct a credit check. Should you have any inquiries, please contact our Customer Service Team.

Where applicable the minimum contract term for our services will be between 12 and 84 months.

Cancellation

Should you choose to cancel your order or agreement before we have provided or, if applicable, ordered the services and/or any associated hardware, you may do so without incurring any charges within five working days of placing your order. Following the ordering and/or provision of services you are usually able to terminate any of our services by giving us 90 days' written notice. Please note, however, that our services are subject to a minimum contract period as specified in your agreement, usually between 12 and 84 months calculated from the date when your service commenced. For further information please refer to our Terms and Conditions or contact our Customer Service Team.

Faults and Repairs

If you encounter any issues with our services, please contact our Customer Service Team. We are committed to investigating and resolving all faults within the agreed Service Level Agreements (SLAs).

The operational service levels that Pure Cloud Solutions strives to achieve for all customers are detailed in our Terms and Conditions.

Compensation and Refund Policy

Automatic compensation payments are not offered when service level targets are not met. Claims for compensation will be evaluated individually. Any payment related to a compensation claim will be at our discretion. For further information please refer to our Terms and Conditions.

Price Lists

Our tariffs are tailored to our customers. The factors which affect this are call volume, call types and term of agreement. We will provide you with a quotation, proposal or tariff detailing the charges we will make which is subsequently outlined in your agreement.

In the event that we need to adjust the pricing structure of your products and services, we will notify you in writing. For further information please refer to our Terms and Conditions or contact our Customer Service Team.

Billing

We generally invoice our customers on a monthly basis however, this may vary depending on the service concerned. Occasionally, your account may contain charges from an earlier period. This is due to the late delivery of call data from a network supplier.

We will accept the following methods of payment: Direct Debit & BACS. Direct Debit is the preferred method and we will levy a handling charge of no less than £25.00 +VAT per month for payments by any other method.

Itemised bills are available on request and are delivered by e-mail. If you have any special billing presentation requirements, we may be able to meet these at no additional cost but we reserve the right to levy a handling charge if there is substantial work involved in doing so.

Debt Management & Disconnection Policy

You have a duty to pay our bill when it is due. If you fail to do so we will send several reminders to prompt your payment and make you aware of any action we are taking or planning to take. This may ultimately result in your service being disconnected if the bill is not settled. It is our intention to help customers with payment difficulties to the best of our ability.



Moving Premises

Please contact our Customer Services Team who will make the necessary adjustments to your account and billing requirements.

Number Porting

Pure Cloud Solutions Limited acknowledges the importance of retaining your existing telephone numbers. When you transition your business to our services, we are able to port your number to and from other operators subject to technical availability.

We will discuss number porting as an integral part of the installation process. Our number porting procedure aims to provide a seamless switchover without any service interruption. We may levy a charge for porting your numbers. For further information, please contact our Customer Services Team.

Complaints

We are committed to ensuring that our customers are satisfied with the service, products, and overall experience they receive from us. Nonetheless, despite our best efforts, issues may occasionally arise. We take customer complaints very seriously and strive to address them promptly and efficiently.

Our Formal Complaints Process and Policy outlines the procedure for customers to submit a complaint. This document also provides details on how we handle complaints and your right to refer unresolved issues to Alternative Dispute Resolution. A copy of our Formal Complaints Process and Policy is available on our website, or it can be requested from our Customer Services Team by calling 0333 150 6780 or emailing support@purecloudsolutions.com.

Services for Customers with Special Requirements

Pure Cloud Solutions Limited will assess all requests for information and make special arrangements on a case-by-case basis. Examples would be the provision of product information, contract information and the availability of bills or our Formal Complaints Policy document in Braille or by audio or large print. Please contact our Customer Services Team for assistance and further information on 0333 150 6780 or support@purecloudsolutions.com

Data Protection

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

Part 2 - Code of Practice for Calls to Premium Rate Service, Unbundled Tariff and Personal Numbers

Purpose of this Code of Practice

This code provides detailed information regarding Premium Rate Service (PRS) calls and on our charging policy for calls to PRS numbers. Our Code of Practice is accessible on our website at www.purecloudsolutions.co.uk. Additional copies can be requested, free of charge, by any Pure Cloud Solutions Limited customer.

Unbundled Tariff Numbers

Unbundled Tariff Numbers are non-geographic numbers starting with 084, 087, 090, 091, 098, or 118 which are used to provide a range of information and entertainment services and are charged to your telephone bill.

Charges for these services are made up of two parts, a Service Charge and an Access Charge and the total is added to your telephone bill. You will see the Service Charge advertised by the company providing the service alongside the number. Depending on the type of number called, the Service Charge can be up to £3.60 per minute, or £6 per call or per text (including VAT).

The Access Charge is retained by us, your phone company. Unbundled Tariff numbers in the 084, 087, 090, 091, 098, or 118 ranges are not included in your monthly call minutes allowance.

Personal Numbers

Personal Numbers are numbers starting with 070. Calls to Personal Numbers are charged at the same rate as for mobile numbers. Calls to Personal Numbers are not included in your monthly call minutes allowance.

Controlled Premium Rate Services

Controlled Premium rate services (CPRS) are Unbundled Tariff numbers which can cost 7p per minute or more. UK-based CPRS numbers are normally prefixed by "09" or "118". Numbers starting 087 are also designated as Premium Rate numbers and are subject to PRS regulation when they cost 7p per minute or more. Typical services include TV vote lines, technical helplines, charity fund-raising and adult entertainment. Calls to 118 services are capped at £3.65 for a 90 second call (including VAT) plus our Access Charge.

If you have a problem with Premium Rate Services, we can help. We can provide advice on checking the telephone number of any PRS charges that appear on your bill and will try to help you identify the premium rate service provider. We can offer call barring to restrict access to "09" numbers. Please contact our Customer Service Team for advice on this. We can give you a factsheet on PRS.

You can also ask for help from the Phone-paid Services Authority (PSA) which is the industry-funded regulatory body for Premium Rate Services. PSA operates a Code of Practice that sets out standards for the operation of PRS. You can use the PSA website at www.psauthority.org.uk to check PRS numbers directly to find contact details for a company in question or to submit a complaint. PSA has the legal powers to require a provider of PRS to amend its service or promotional material (or both) and can also order refunds and impose penalties on service providers for breaches of the PSA Code. For other ways to contact Phone-paid Services Authority, see the "Useful addresses" section below.



If you are unhappy with the help you have received from us on a problem with PRS, please contact the Customer Service Team, who will be able to connect you to the relevant team responsible for compliance with our code of practice for PRS. You may also complain using the complaints procedure set out in our Formal Complaints Policy including, ultimately, referring your complaint to Ombudsman Services.

The Telephone Preference Service

If you don't want to get sales and marketing calls you have not requested, you can add your details to a list run by the Telephone Preference Service (TPS). If your number is on the list, it is illegal for a company to call you for marketing purposes. You can contact the Telephone Preference Service via www.tpsonline.org.uk or by telephoning 0345 070 0707.

Useful Addresses

Office of Communications (Ofcom)
Riverside House,
2a Southwark Bridge Road London
SE1 9HA

Phone: 0300 123 3333

E-mail: contact@ofcom.org.uk

Website: www.ofcom.gov.uk

Communications Ombudsman

P.O. Box 730
Warrington WA4 6WU

Phone: 0330 440 1614

E-mail: enquiry@commsombudsman.org

Website: www.commsombudsman.org

Phone-paid Services Authority

c/o Ofcom Riverside House
2a Southwark Bridge Road London
SE1 9HA

Phone: 0207 940 7474

E-mail: enquiries@psauthority.org.uk

Website: www.psauthority.org.uk

Telephone Preference Service

Rapier House
40-46 Lamb's Conduit Street London
WC1N 3LJ

Phone: 0345 070 0707

E-Mail: tps@dma.org.uk

Website: www.tpsonline.org.uk