

Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

Software Cellular Network Ltd - Trading as

Truphone

Sim4travel

1: Introduction	Truphone and Sim4travel are both trading names of Software Cellular Network Ltd a company registered in England and Wales with the Number 04187081 at the registered address 5 New Street Square, London EC4A 3TW
	<p>Truphone is a service which allows subscribers to make mobile phone calls, with mass market smartphones, using VoIP over wireless LAN. When in Wifi range, calls are routed over the internet and are charged at VoIP rates, rather than at normal mobile phone call rates. When not in Wi-Fi range, the converged handsets revert to their standard, GSM service. Truphone also has the Truphone Anywhere Service which allows low cost calls when there is no Wi Fi cover.</p> <p>Sim4travel is a travel SIM service which allows customers to save money when using the travel SIM while abroad.</p>
2: Contact details	
	<p>Registered Address and Correspondence for Complaints</p> <p><u>Truphone</u></p> <p>Software Cellular Network Ltd</p> <p>5 New Street Square</p> <p>London</p> <p>EC4A 3TW</p> <p>Customer service e-mail: feedback@truphone.com</p> <p>+44(0)2030026550</p> <p>Web site: www.truphone.com</p>

	<p><u>Sim4Travel</u></p> <p>Software Cellular Network Ltd</p> <p>5 New Street Square</p> <p>London</p> <p>EC4A 3TW</p> <p>Customer service e-mail: feedback@sim4travel.com</p> <p>0207 107 9700</p> <p>Web site: www.SIM4travel.com</p> <p>Head office</p> <p><u>Truphone</u></p> <p>Software Cellular Network Ltd</p> <p>4 Royal Mint Court</p> <p>London</p> <p>EC4Y 4HJ</p> <p><u>Sim4Travel</u></p> <p>Software Cellular Network Ltd</p> <p>4 Royal Mint Court</p> <p>London</p> <p>EC4Y 4HJ</p>
<p>3: Terms and conditions, including prices and tariffs</p>	<p>Full terms and Conditions for the Truphone Service are available at http://www.truphone.com/help/legal.tru</p> <p>Full tariffs are available at www.truphone.com and http://www.truphone.com/pricing/</p> <p>Any changes to the terms and conditions and to tariffs will be reflected on the website. Any queries regarding these should be notified to support@truphone.com and the customer service team will respond in a timely manner.</p>

	<p>Full Terms and Conditions for the SIM4travel Service are available at http://www.sim4travel.com/</p> <p>Any changes to the terms and conditions and to tariffs will be reflected on the website. Any queries regarding these should be notified to support@sim4travel.com and the customer service team will respond in a timely manner.</p>
<i>Our services</i>	<p>The Truphone Service allows you to make low cost VoIP calls from your mobile phone when registered to the Truphone service via a correctly configured and authorised Wireless LAN or 3G data account (AP). You are also issued with a Truphone Number which allows you to receive calls on your Truphone Number. Truphone calls are free when both parties are “online”. Truphone also has the Truphone Anywhere Service which allows low cost calls when there is no Wi Fi cover. Truphone also has the Truphone Anywhere Service which allows low cost calls when there is no Wi Fi cover. (this does not include any 3rd party charges that may be incurred for data connection)</p> <p>The Truphone Service is currently an Add On service which you may use with a compatible mobile phone and NOT a replacement for your normal phone service. (Compatible mobile phones are listed on the Website).</p> <p>The Truphone Service is available as described in the Website (www.truphone.com) and the Terms and Conditions published on that website. There are no additional service contracts or elements other than those described in full at www.truphone.com.</p> <p>The Sim4travel service allows you to make lower cost calls when using the travel SIM abroad.</p> <p>The sim4travel service is available as described on the website www.sim4travel.com and the terms and conditions are published on the website. There are no additional service contracts or elements other than those described in full at www.sim4travel.com.</p>
<i>Access</i>	<p>Any additional services that are introduced will be notified to you on the website and will be available through the website and/or via SMS. They may be available through the website and our 3rd Party distribution partners.</p>
<i>Pricing information</i>	<p>The SIM4travel service is a pay as you go service. There is an initial charge for purchasing the SIM, This may very depending on where the SIM is purchased from. There may be additional service costs which will be detailed in full on the website.</p> <p>All the details of costs of the services can be found at</p>

	<p>http://www.sim4travel.com</p>
<p><i>Contract conditions</i></p>	<p>Standard conditions: Truphone</p> <p>Full terms and conditions can be found at http://www.truphone.com/about_us/legal.html</p> <p>There is no minimum contract term. You may cancel your contract at any time by sending an email to support@truphone.com</p> <p>Standard conditions: Sim4travel</p> <p>Full terms and conditions can be found at http://www.sim4travel.com/terms</p> <p>There is no minimum contract term. You may cancel your contract at any time by sending an email to support@truphone.com</p>
<p>4: Customer service</p>	
<p><i>Compensation or refund policy</i></p>	<p>The SIM4travel Service operates on a pre-pay basis and you will be promoted to pay these rates in advance. SIM4travel has no obligation to refund any payments made in advance Except as permitted under the Distance Selling Regulations and as referred to in the terms and conditions. No refunds will be made for unused credit. Where SIM4travel provides you with free calls or other special offers no cash alternative will be offered.</p> <p>The Truphone Service operates on a pre-pay basis and you will be promoted to pay these rates in advance. Truphone has no obligation to refund any payments made in advance Except as permitted under the Distance Selling Regulations and as referred to in the terms and conditions. No refunds will be made for unused credit. Where Truphone provides you with free calls or other special offers no cash alternative will be offered.</p>
<p><i>Complaint handling process</i></p>	<p>Truphone & SIM4travel</p> <p>Software Cellular Network endeavour to make the customer experience a very good one.</p> <p>We take customer complaints very seriously and you can contact us at feedback@truphone.com if you need to make a complaint about our Truphone service. Alternatively you can call +44(0)20 3002 6550 for Truphone complaints.</p> <p>You can contact us at feedback@sim4travel.com if you need to make a complaint about our SIM4travel service or you can call +44(0)20 7107 9700</p>

	We will try to resolve your complaint quickly and to both parties satisfaction.
<i>Alternative dispute resolution procedure</i>	<p>If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through CISAS an independent alternative dispute resolution scheme. We will provide you with details of this service. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.</p> <p>Contact details</p> <p>CISAS 24 Angel Gate City Road London EC1V 2PT</p> <p>Telephone 0845 1308 170</p> <p>E-mail info@cisas.org.uk</p> <p>Web site: www.cisas.org.uk</p> <p>You should find us listed as Software Cellular Network Ltd.</p>
5: How to obtain this Code of Practice	
	<p>This Code of Practice will be published on our Web site at www.truphone.com/help/legal.tru and at www.SIM4travel.com/terms</p> <p>Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print on request.</p>
6: Additional information	This code of practice will be reviewed regularly and any material change and/or addition to the service/s will be reflected in this code.