

## Customer Service Charter

### Our promise to you - a big smile 😊

- We are a consumer co-operative, a membership organisation; we are passionate about customer service and see our customers as our community
- We are a socially responsible business acting for the benefit of society at large
- What you think matters so send us your ideas and give us your feedback: [ideas@thephone.coop](mailto:ideas@thephone.coop)

### On your side

- Responding promptly to all your requests in order to meet your needs
- Offering you fair pricing and a good deal is at the heart of what we do
- Winners of the Best Consumer Facing Business Social Enterprise Award 2015
- Transparent and open
- Our website is a source of information on all our products and services and you can contact us whenever you need more help
- When we are advised by a supplier of any service fault, we will advise you on our website and keep you updated throughout
- We respect your rights under the Data Protection Act 1998 and your personal information remains confidential at all times

### Making it easy

Don't waste your time hanging on the phone

No one likes a queue. Help us get your question answered. Drop us a message online and get a quick response.

- **Email:** [hello@thephone.coop](mailto:hello@thephone.coop)
- **For Business Enquiries:** [businessservices@thephone.coop](mailto:businessservices@thephone.coop)
- You can also message us on [Facebook](#) or [Twitter](#).

If you are facing some connectivity issues at your home or business, please check if there are any issues affecting [your area](#). If there are no issues and you are still experiencing slow wi-fi speed, please see our [guide](#) or visit our [Help section](#).

If you have no telephone or broadband service, head immediately to our **Technical Service Team**

- 01608 434000 - Use option 4, 7 days a week 8am - 9pm

And if you ever feel that we have let you down, you can email us:

[help@thephone.coop](mailto:help@thephone.coop) and we will look into your complaint, keeping you fully informed and up to date throughout.

We aim to reply to all emails, letters and faxes that call for a response within five working days of receiving them. If we need more time, we will briefly acknowledge your correspondence and let you know when to expect a full response. We will reply in plain English.



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