

Ring2 Conferencing Code of Best Practice & Complaint Handling

Version 080606, dated 8 June 2006

1 About us

- 1.1 Ring2 Conferencing is the business name of Ring2 Communications Limited, an audio-conferencing software and services company with operations in the UK and US. Our innovative services are delivered by our proprietary platform and software. It is our philosophy that ease-of-use is essential to inspire adoption and regular usage, which in turn leads to a valued service and happy customers.
- 1.2 We are incorporated in England with company number 4677393, VAT number 832 3613 49 and our registered office is 12 Tokenhouse Yard, London EC2R 7AS, UK.

2 About this Code

- 2.1 This code provides you with information about who we are, the services we offer, how we will provide those services to you, and also sets out our complaints code of practice, which has been approved by Ofcom.
- 2.2 If you are a non-business or small-business customer of our Fixed-line Telecommunications Services (our carrier pre-select and indirect access services), we recommend you also read our Sales & Marketing Code of Practice for Fixed-Line Telecommunications Services.

3 About our Services

- 3.1 We provide users with a personalised conference card with their dedicated, always-available virtual conference room dial-in number and access codes. Each user also has access to a personal web area where they or their PA can set up and manage other virtual conference rooms.
- 3.2 Using our innovative and proprietary software, the Ring2 Call Controller™ for the PC or the Ring2 Conference Controller™ for BlackBerry®, you will gain extra levels of security, visibility and control for your conference calls. Your users will be able to see each leg of the call, control each leg by putting them on hold, mute or dropping individual legs, bring others into the call and even record the call – all with a click. You can learn more about our services at www.ring2.com.
- 3.3 For business users in the UK, we also offer carrier pre-select and indirect access services (or “Fixed-line Telecommunications Services”), which are also covered by our Sales & Marketing Code of Practice for Fixed-Line Telecommunications Services.
- 3.4 If you would like to receive our services, please feel free to contact us directly on sales@ring2.com. We will discuss our services with you and, if we reach agreement to provide our services to you, we will do so in accordance with that agreement and this code.

4 Support

- 4.1 Ease-of-use has been the driving principle behind our services and we hope you find using our services enjoyable and productive. If you do experience any difficulty or have a question about the services, you can log into the customer area on our website (www.ring2.com) or go to your personal My Account web area. You'll find lots of easy-to-follow tutorials and quick guides on how to use the services, plus extensive FAQs for troubleshooting.

- 4.2 If you cannot find the solution on the website, you can always submit a support question to us through the website, or email us at support@ring2.com, or call our support helpline on 0845 0800 877.

5 Rates & Charges

- 5.1 We will provide you with the applicable rate sheet and inform you of any other charges before you first use the services and you can always contact us at any time for another copy. If we need to change the rate sheet or other charges, we will send a notice of the proposed changes and details of when they become applicable.

6 Term & Termination

- 6.1 Your agreement with us starts on the earlier of (1) our acceptance of your Order Form, and (2) when you download any of our software or use any of our services. Your agreement continues until terminated. No renewal is necessary. You can see all of our legal documents online at www.ring2.com/terms.html.
- 6.2 **For non-business customers** You can terminate the agreement immediately at any time by notice to us either by post to 12 Tokenhouse Yard, London EC2R 7AS, by fax to +44 (0)20 7073 2768 or by email to legal@click-to-conference.com. We may terminate your agreement immediately at any time by notice to you.
- 6.3 **For business customers** You can terminate a particular service or your entire agreement at any time on one month's notice to us either by post to 12 Tokenhouse Yard, London EC2R 7AS, by fax to +44 (0)20 7073 2768 or by email to legal@ring2.com. If you terminate a service and you then receive no other service from us, your entire agreement will terminate automatically. We may terminate your agreement without cause on 3 month's notice to you.
- 6.4 Other grounds of termination, including rights to terminate for breach, are set out in our Terms of Service which you can see online at www.ring2.com/terms.html.

7 Refunds for Non-Business Customers

- 7.1 If you have subscribed to a top-up payment plan, and you later terminate your agreement, you may have outstanding credit on your account. We will refund this credit to your credit or debit card after deducting a £5 administration fee. If we have given you any 'bonus credit' for any reason, for example as a gift from us on introducing someone to our service, such bonus credit is non-refundable and non-transferable and is not taken into account in calculating any refund.

8 Customer Complaints

- 8.1 **Introduction** - We hope that you will enjoy being our customer and using our services. We will always work towards making our relationship with you a beneficial and happy relationship. In the unhappy event that you have any complaint about us, our sales and marketing or our services, then we would like to hear from you so we can try to resolve any issue as soon as we can.
- 8.2 **Process** - So that we deal with your complaint appropriately and resolve it as quickly as possible, please use the following process:
- First, please contact us at support@ring2.com or on +44 (0)845 0800 877 with details of your complaint. The vast majority of issues can usually be dealt with at this stage.

- If, having contacted us as above, you are still not satisfied, please write to us with details of the complaint to customerservices@ring2.com or Customer Services, Ring2 Communications Limited, 12 Tokenhouse Yard, London EC2R 7AS. We aim to reply to you within 7 days of receiving your written complaint.
- If you have received a response from our Customer Services team, are still not satisfied, and either we have sent you what is called a “deadlock letter”, that we do not believe there is anything further we can do, or 3 months has passed since your first contact about the complaint, you can take the issue up with Otelo, the Independent Ombudsman, details for which are set out in paragraph 9 of this Code. Please note that Otelo are unable to help if you have not gone through the above process first.

9 Useful Addresses

9.1 Ring2 Communications Limited

12 Tokenhouse Yard
London EC2R 7AS

Tel: +44 (0)845 0800 877

Fax: +44 (0)20 7073 2768

www.ring2.com

9.2 Office of Communications (Ofcom)

Riverside House
2a Southwark Bridge Road
London SE1 9HA

Switchboard: 020 7981 3000

Fax: 020 7981 3333

Textphone: 020 7981 3043

www.ofcom.org.uk

9.3 Office of the Telecommunications Ombudsman (Otelo)

PO Box 730
Warrington WA4 6WU

Tel: 0845 050 1614

Fax: 0845 050 1615

Textphone: 18001 0845 051 1513

www.otelo.org.uk

10 Availability of This Code

- 10.1 This code is available free-of-charge on our website (www.ring2.com) and on written request to sales@ring2.com or 12 Tokenhouse Yard, London EC2R 7AS. We will make this code available in a reasonable range of formats.