

Verse Telecom Code of Practice for Consumer Services

1. Introduction to Verse Telecom's Standards of Service

At Verse Telecom, we provide a diverse range of communication services, including voice, unified communications, enterprise solutions, and broadband internet access via fibre optics. Committed to technological excellence, we ensure our services contribute to significant productivity and a competitive edge for our clients. Regulated by the Nigerian Communications Commission (NCC), our Code of Practice aligns with the 2007 Consumer Code of Practice Regulations, covering essential consumer services aspects like requirements fulfilment, complaint handling, compensation, information protection, and billing integrity.

2. Definitions and Interpretations

Terms used herein adhere to the meanings assigned in the General Consumer Code of Practice, ensuring clarity and consistency across all our service guidelines.

3. Provision of Consumer Information

Verse Telecom pledges to provide complete, accurate, and current service information in straightforward language, enhancing consumer understanding and decision-making.

4. Service Descriptions

As an ISP, we manage comprehensive Internet Service Provision, catering to individual and corporate client needs with professionalism and integrity.

5. Pricing Information

Agreements on service pricing are reached mutually, with detailed breakdowns covering rates, charges, collection frequency, and any applicable changes, which are communicated transparently to the consumer.

6. Contract Terms and Termination

Our customer contracts clearly state all terms regarding service provision, including start dates, minimum terms, termination conditions, and renewal processes.

7. Product Warranties and Maintenance

We inform consumers about product warranties and available maintenance services, ensuring continuous performance and support.

8. Service Provisioning

Services are provided in line with NCC service delivery targets, excluding uncontrollable delays or refusals due to site or infrastructure constraints or consumer creditworthiness.

9. Fault Repair and Service Interruption

We maintain facilities for 24-hour fault reporting and adhere to NCC-established repair standards, providing advance notice for planned outages whenever possible.

10. Service Availability

Our marketing materials accurately reflect any geographical or technical limitations on service availability.

11. Advertising of Packaged Services

Advertising materials truthfully represent service packages, with Verse Telecom ensuring the capability to supply all advertised components.

12. Billing Information

Bills issued by Verse Telecom include comprehensive details, such as billing name and address, service descriptions, total charges, and payment methods.

13. Itemisation of Charges

Consumers can access detailed charge itemisation upon request, with no additional charges for standard billing information.

14. Billing Timing and Frequency

Bills are issued within 30 days of each billing period's closure, with any deviations communicated as per existing agreements.

15. Receipt and Payment Verification

Methods for consumers to verify bill payments are made available and accessible.

16. Non-Payment Consequences

In cases of non-payment, Verse Telecom provides clear warnings regarding potential actions.

17. Consumer Information Accessibility

We ensure information about our complaint processes is easily accessible and clearly communicated.

18. Special Needs Considerations

Provisions are made for individuals with special needs to access complaint-handling processes.

19. Complaint Processing

Complaints are acknowledged and resolved within the time frames set by the NCC Quality of Service Regulations.

20. Disputed Charges Action

Verse Telecom refrains from credit management actions during ongoing dispute investigations.

21. Internal Data Collection and Analysis

A robust system is in place for recording complaints, adhering to NCC regulations for effective issue tracking.

22. Changes to Complaint Processes

Verse Telecom will duly communicate any updates to our complaint-handling processes will be duly communicated to our consumers.

23. Record Retention

Records related to consumer complaints are maintained for at least twelve months post-resolution.

24. Service Contract Availability

Contracts for service provision are available upon request in clear and understandable language.

For more details on our Code of Practice or to address any inquiries, contact us at info@versetelecoms.com or visit <https://versetelecoms.com>.

