

FCS Consumer Code of Practice

You will doubtless be aware of the requirement under the General Conditions of Entitlement for providers of communication services to have a consumer code of practice. This leaflet explains some of the background to the legislation and gives advice as to what you should do next.

Does my company need a Code of Practice?

Almost certainly. Since September 2003 companies providing communications services are required by law to comply with the Communications Act 2003.

The requirement for a Consumer Code of Practice applies to any company that sells communications services to residential customers and/or small businesses with less than ten employees or volunteers.

That includes Service Providers and Resellers of electronic communications services such as fixed, mobile, broadband, internet, CBS and PAMR etc. who sell and bill any of these services to their customers.

What happens if we don't have a compliant code?

Ofcom has powers to fine companies that do not comply and have indicated clearly that, where necessary, they will do so.

Will it take me a lot of time to develop our Code of Practice?

No, FCS has done the hard work for you. To make the process of complying with the act as easy and cost effective as possible, we have created a generic Consumer Code of Practice that you can customise under a licence agreement with FCS.

Does the FCS Code satisfy the authorities?

Yes, Ofcom have approved the code and it has been given a Plain Language Commission mark, so that customers and staff can understand it. FCS also carries out an annual review to ensure that your code is up to date and remains in compliance.

Many companies have now successfully achieved compliance and registration with Ofcom using the FCS route.

How much will it cost to adopt the FCS Consumer Code of Practice?

Our main aim with the generic code is to help our members comply with the law at an affordable rate. For members we charge an initial licence fee of £265 and for non-members it costs £375. There is also an annual maintenance fee of £85 and £170 respectively, after the first year.

- All prices quoted are subject to VAT -

How can we get a Code of Practice from FCS?

Simply contact FCS on code@fcs.org.uk to request an application form.

If you require any further information or have any queries, you can call our helpline on 020 8249 6390 or Email code@fcs.org.uk

A list of companies who already have the Consumer Code of Practice can be found on the FCS website www.fcs.org.uk

