

# Code of Practice

## 1. About Kalaam Telecom

Kalaam Telecom is a trading name of Kalaam Telecom Bahrain ©. Launched in 2005, Kalaam Telecom has grown to be one of the leading alternative operators offering voice and data telecom services in the Kingdom of Bahrain.

Now in its 6th year of operations, Kalaam Telecom provides 'inBusiness' solutions for fixed and mobile telecommunications and internet connectivity backed with strong after sales service- from a dedicated corporate account manager, online account management portal, 24/7 dedicated customer care, to strong and defined service level agreements and state-of-art platform based on Next Generation Network technology.

Kalaam also has a well-established 'inDividual' services and products i.e. for individuals and residences, which makes international calling and internet connectivity affordable to anyone.

## 2. The purpose of the Code

This Code of Practice is to inform you, our customer, about your relationship with us, Kalaam Telecom. It is written for voice and data customers who purchase telecommunications and internet services from Kalaam Telecom directly.

This code of Practice covers "inBusiness" services provided to large and small businesses and 'inDividual' services for individuals and their residences.

### **This code aims to provide you with information on:**

- how to contact Kalaam Telecom (Section 3)
- our company values and commitment (Section 4)
- our services and the Kalaam advantage (Section 5)
- how to subscribe to an inBusiness service; (Section 6a)
  - InBusiness Subscriber Form (Appendix 1)
  - InBusiness Subscribers Agreement Terms and Conditions (Appendix 2)
- How to subscribe to an InDividual Services (Section 6b)
- Service Activation Days for All Services: (Section 7)
- Kalaam's inBusiness Line Service Level Agreements;(Section 8)
  - SLA for inBusiness Talk Services; (Appendix 4)
  - SLA for inBusiness KlikNet Services; (Appendix 5a)
  - SLA for inBusiness KlikDedicated Services; (Appendix 5b)
- Feedback, complaints handling and cancellation of services: (Section 9)
- Dispute Resolution: (Section 10)
- Approval and Review of Code: (Section 11)
- Telecommunications Authority of the Kingdom of Bahrain Contact Information. (Section 12)

*Note: The Code of Practice may be modified from time to time. However an updated Code of Practice can be made available on request by e-mailing: [support@kalaam-telecom.com](mailto:support@kalaam-telecom.com).*

### 3. How to contact us

For up-to-date contact information, please visit our website: [www.kalaam-telecom.com](http://www.kalaam-telecom.com)

#### A. By phone

Kalaam's Head Office – to speak to any department – **1616 8686**

Timings: 8.30 a.m. to 5.30 p.m. Days: from Sundays through to Thursdays.

Kalaam's Customer Service and Support Lines - All customer service and support lines are open 24 x 7

- inBusiness Services Sales Desk – **8001 8001**; and Customer Care – **16 100 100**;
- inIndividual Services Sales Desk – **8001 8008**; and Customer Care – **8001 8008**

#### B. By fax

Kalaam's Head Office & Customer Care Centre **1616 8688**

#### C. By email

- Sales: [sales@kalaam-telecom.com](mailto:sales@kalaam-telecom.com)
- Customer Care: [customercare@kalaam-telecom.com](mailto:customercare@kalaam-telecom.com)
- Billing & Collections: [billing@kalaam-telecom.com](mailto:billing@kalaam-telecom.com)
- Admin: [info@kalaam-telecom.com](mailto:info@kalaam-telecom.com)

#### D. By letter

Kalaam Telecom Bahrain, Office Suite 1002, 10<sup>th</sup> Floor, Almoayyed Tower, P.O. Box 21421, Seef District, Kingdom of Bahrain.

Contact details of Telecommunications Regulatory Authority of Kingdom of Bahrain are given in Section 12 of this Code.

## 4. Our service values

All of Kalaam's inBusiness and InDividual Services come backed with the Kalaam Advantage:

- Premium Next Generation Network technology,
- Dedicated corporate account manager for every client;
- Online account management portal,
- Technical support with defined service level agreements;
- Customer Care: 24 x 7.

Our goal at Kalaam is to be the first choice for best-value offerings in advance voice, data, and value-added services to business customers. We are committed to achieving this goal, through continuous investment in personalized service, quality and innovation.

Our values are:

- **Customer-Focused:** A customer is of primary importance and deserves our best service, attitude and consideration. We aim to develop long lasting relationships with our valued customers.
- **Quality-Driven:** Quality to Kalaam means clearer telephone lines and fast & stable internet connections.
- **Value-Based Solutions:** We offer you the best quality and innovative communication services at affordable prices.

## 5. Our range of services

### A. Kalaam inBusiness Services for Corporates and Businesses:

"inBusiness" assists our clients by providing high quality of calls with echo cancellation, noise reduction, and network latency being kept at a minimum.

Kalaam's "inBusiness" Service Line consists of voice (Talk) and data (Klik) solutions that provide significant savings.

#### Voice (Talk) Services

- "TalkMobile"-a first of its kind VoIP service in the MENA region allows customers to make national & international direct calls from their mobiles without the need to dial any access number. The advantages include significant cost saving, while maintaining the same mobile number; on-line real time account management and post-paid billing services.
- "TalkFixed" is cost saving international calling solution from fixed lines using existing telephone lines, without change of land line number;
- "Talk800" is invaluable for service industries (such as hotels, airlines, banks), that want to improve customer retention and reach-ability with a toll-free service.
- "TalkSIP", which enables businesses to power fixed-line business calls that are managed by a PBX system, with Kalaam's local number range starting with "161".

#### Data (Klik) Services

- "KlikDedicated", a dedicated internet access service through leased lines, Ethernet, wireless or point-to-point networking solutions offering customers the choice of speeds from 256kbps to 50mbps as well as the flexibility of bandwidth-on-demand.
- "KlikNet", is an ADSL based internet connectivity that requires no change in existing internet set-up and provides customers with competitive packages.

### B. Kalaam 'inDividual' Services for individuals and residential homes

- hala, is a service offered by Kalaam Telecom which allows you to reduce the cost of local and international calls made using your mobile phone. hala works along with your existing mobile service provider and does not require you to change your mobile phone number. The only minor step is to insert a small dialer which is placed in your mobile, under your existing sim card. Once your service is active, your calls will automatically be routed using Kalaam. Of course, you will still have the option of calling through your existing service provider. Hala's unique features include pin-less dialing, no need to change your mobile number, no peak/off peak call charges and it can be recharged online, via phone and recharge cards.
- Residential ADSL: Kalaam Telecom also offers internet connectivity to residential customers.

## 6. A. How to subscribe to an inBusiness service?

You can contact anyone of our Corporate Account Managers who will review your telecommunications and/or internet connectivity requirements by calling the numbers specified in Section 3. Alternatively, kindly go to [www.kalaam-telecom.com](http://www.kalaam-telecom.com) and click through on various Contact Us options.

A Corporate Account Manager meets with you to explain our services and assess your needs. In some cases and for some services, a Technical Support Engineer will also verify the technical aspects of your telecommunications and internet requirements.

Next, the Corporate Account Manager will submit either a Proposal outlining customer requirements, proposed solution, pricing and any special terms and conditions that are applicable along with the Standard inBusiness Services Subscription Form, or a standard inBusiness Services Subscription Form.

If Kalaam submits a Proposal for your requirements, it will contain the following information:

- About Kalaam Telecom: Contact details, including our address, telephone number and e-mail address and the direct contact details of the dedicated corporate account manager, who is attending to your company's interest.
- Customer Requirements: General requirements and Technical specifications of voice and data service, the customer has expressed an interest in.
- Proposed Solution: A description of the recommended service, together with international calling rates or package specifications.
- Commercial Offer: Pricing for the Service including the cost of any charges, equipment or set-up charges together with payment terms
- The minimum contract period and minimum contract charges, if applicable
- Any special terms and conditions applicable that are not mentioned in the standard subscription form and terms and conditions.
- A subscription form with terms and conditions, which are required to be filled in and signed as proof of registration for the service. And in the case of proposals, proof of confirmation of acceptance of the proposal, that was submitted.

### **'Kalaam's inBusiness Services Subscriptions Form (Appendix 1)**

You will be requested to provide the following information in the subscription form:

- Essential information including your company's postal address, telephone and e-mail contact details and website address.
- Supporting documents including Commercial Registration in the Kingdom of Bahrain, and in some cases, Authorized Signatory verification, bank guarantee, if applying for a certain credit limit or credit line as applicable.

**Terms and Conditions Overview: (Appendix 2):**

Printed on the back of the inBusiness Subscription Form are the Terms and Conditions, which contain the following relevant legal sections:

- Customer’s Responsibilities
- Kalaam’s Rights
- Liability and Indemnity
- Termination of a Service
- Suspension of Service
- Charges, Billing and Payment
- Changes
- Notices
- General Provisions to the Terms and Conditions

You will be requested to read and agree to the Terms & Conditions under Customer Approval (Section 3 of the Subscription Form), before signing up for Kalaam Telecom’s inBusiness services. It is stated that the Terms & Conditions are set out overleaf, right next to the place of customer’s signature.

The inBusiness Service Subscription Form is also available online at [www.kalaam-telecom.com](http://www.kalaam-telecom.com) together with the terms and conditions.

**Minimum subscription Periods for InBusiness Services**

<b>inBusiness Service</b>	<b>Minimum Subscription Period</b>
TalkFixed and TalkMobile	Not applicable.
Talk800 and TalkSIP	One year.
KlikNet and KlikDedicated	One year.

## 6. B. How to subscribe to an inDividual service

You can contact us for any of the inDividual services for personal or residential use by calling the numbers specified in Section 3. Alternative, kindly go to [www.kalaam-telecom.com](http://www.kalaam-telecom.com) and click through on various Contact Us options.

Most popular inDividual products are sold as starter packs, for example Hala packs are available in most major mobile resellers in the Kingdom of Bahrain, complete with How-to-Install the smart dialer and the Instant Activation Card and the Terms and Conditions of Usage. There is no specific subscription form for such services.

For our InDividual services like residential ADSL, you will be provided with an InDividual Subscription Agreement outlining package details, set up requirements and installation guides.

Alternative, kindly goto [www.kalaam-telecom.com](http://www.kalaam-telecom.com) and click through Residential ADSL Service for the subscription form and fax it to us on 1616 8686.

### Minimum subscription Periods for InDividual Services

inDividual Service	Minimum Subscription Period
Residential ADSL	1 Year
Hala	Not Applicable



## 7. A. Service Activation Days for InBusiness Services:

Once the subscription form is processed, the service you have registered for takes the following business days to activate.

Name of Service	Days to Activate in Normal scenarios (Business days)
TalkFixed	3 to 4
TalkMobile	1 to 2
TalkSIP	10
Talk800	2
KlikDedicated	21
KlikNet	10 to 12

You will be informed by Kalaam's Customer Care when the service is activated via an **Activation Letter** sent via e-mail giving you the following information:

- Your Kalaam Telecom Account number
- The InBusiness Service Subscribed to
- Your Account Login and Password, which enables you to login to our Real-Time Online Account Management Portal;
- Collections Centres for payment of bills
- Kalaam Telecom contact details for any enquiries or technical support

Additionally, for Talk Services:

- The telephone/mobile number(s) that are registered

Additionally, for Klik Services Only:

- Your email username and password
- Your IP address and other technical details as applicable

If you wish to check the progress of your service activation you may call our Customer Care Representative at anytime (See Section 3 for contact numbers).

In case you wish to cancel your subscription before the activation date, please provide inform your corporate account manager immediately in writing. Depending on the status of the subscription, we will cancel your subscription. However, once application is submitted, the cancellation procedure outlined in Section 9, is applicable.

## 7. B. Service Activation Days for InDividual Services:

Name of Service	Days to Activate (Business days)
Residential ADSL	10 to 12
Hala	Instant Activation

On subscribing to our inDividual services you will receive a **Welcome Letter** giving you the following information:

- The inDividual Service Subscribed to with respective terms and conditions for usage.
- How-to Install/Activate Guidelines
- Your Kalaam Telecom Account number
- Your Account Login and Password, which enables you to login to our Real-Time Online Account Management Portal;
- How and where to pay your bills?  
And in the case of Residential, ADSL: your email username and password for Residential ADSL in addition to the connectivity password
- Kalaam Telecom contact details for any enquiries

## 8. Service Level Agreements.

Each of our InBusiness Service Line comes backed with Service Level Agreements. The Service Level Agreements defines the response time to receive customer care service and technical support attention. They also include definite resolution time for trouble-shooting any problems or service faults originating from Kalaam's network.

Kalaam's inBusiness Service Level Agreements are detailed as:

Talk Services: for TalkFixed, TalkMobile, Talk800 and TalkSIP (Appendix 4)

Klik Services: for KlikNet (Appendix 5a)

Klik Services: for KlikDedicated (Appendix 5b)

And contain the following contents:

- Service Performance and Quality of Service to expect
- Network Availability
- Chronic Service Outages
- Service Level Definitions
- Communication Notification and How to complain to Customer Care:
- Service Claims
- Service Exclusions, if any

## **9. Feedback, Complaints Handling and Cancellation of Services.**

### **Feedback**

If you have any comments or concerns about our service we'd like to hear about it you can contact us by phone, letter or email. Our contact details can be found at in section 3 of this Code. We may on occasion send you a customer satisfaction survey to ask how you think our customer service team handled a recent enquiry there is no obligation to complete the questionnaire but we would welcome the feedback.

### **Complaints Handling**

We are committed to providing you with a great value and reliable services. However faults can occasionally occur, and when they do, we want to correct them quickly; our contact details for Customer Care Helpdesk are given in Section 3 this Code.

We provide a comprehensive complaint handling process to solve your problem as soon as possible.

When you call us, a customer service representative will request details like the account number of your service experiencing a problem, and details of the problem. The customer care representative then raises a trouble ticket, and will send you an email providing you with a trouble ticket reference.

Complaints can also be provided in writing via e-mail, fax or by post. Please refer to Section 3 for contact information. Upon receipt of your complaint, Kalaam will acknowledge your communication and provide you with a reference number. We advise you to keep a copy of the letter as well as an acknowledgement from us that we have received your complaint.

Kindly provide us with clear contact details on how to reach you and timings.

Kindly also specific the exact complaint and if you are reporting a fault, state what the problem.

Usually, Kalaam Telecom investigates the non-fault matters and reverts to you within 14 working days and do its best to resolve any complaint as amicably and quickly as possible. For any matters relating to Faults, the response times for inBusiness services are as per the service SLAs provided to the customer. For individual products, the response times are generally 1 business day.

If you are not happy with the response you receive from our Customer Care Representative you may ask for the matter to be referred to Corporate Account Manager/Technical Support Engineer for further investigation.

In the rare event we are unable to resolve your complaint to your satisfaction after 8 weeks or if you have received a letter from us informing you that your complaint has reached 'deadlock' you have the right to refer your case to the Telecommunications Regulatory Authority. The TRA's contact details can be found at in section 12 of this code. The TRA will want to ensure that you have followed this

process before contacting them. If this is not evident that this process has not been followed then it is likely, that they will refer the matter back to Kalaam Telecom for resolution.

An application to the TRA does not relieve you from any obligation you may have to pay any amounts not in dispute.

### **Cancellation**

If you wish to cancel your service with Kalaam Telecom once activated, you can do this in writing or by e-mail giving 7 days prior notice for Talk Services. Cancellation of the Kalaam Telecom TalkFixed service takes 7 working days from receipt of a written request to cease as we are obliged to work within industry agreed processes. When you cancel your service, we aim to advise you of the time lapse between us receiving your cancellation request and the time at which the service will be withdrawn. During this period, you remain liable for the costs of any services we provide you.

If you wish to cancel your Klik service you can do so in writing or by e-mail, giving 30 days prior notice, after the stipulated minimum subscription period noted in the subscription form or proposal.

Any cancellation fees become immediately applicable along with usage charges up to the period the service is ceased. Cancellation fees are usually based on the minimum subscription period stipulated in the proposal or in the general terms and conditions.

## **10. Dispute Resolution**

Kalaam Telecom is a licensed operator by Telecommunications Regulatory Authority (TRA), which provides a free, independent, service to help sort out complaints when customers and telecoms companies can't agree.

TRA's role is to investigate complaints fairly, listen to both sides of the story and look at the facts. If the TRA decides your complaint was justified Kalaam Telecom will honor their decision and put things right for you. This process provides a straightforward alternative to legal action.

Contact details are shown in Section 12 of this Code of Practice.

## 11. Approval and review of Code

This Code has been approved by the Telecommunications Regulatory Authority of the Kingdom of is reviewed annually.

We aim to keep this Code of Practice up to date and you may obtain a copy from our customer service representatives on the numbers listed in Section 3 or visit our website.

It is essential that our customers understand, at the point of registration, the service being offered and agreement they are entering into. Hence, reading the terms and conditions thoroughly will avoid any unnecessary inconvenience or escalation of a complaint to a dispute.

If you have any questions regarding Kalaam Telecom's compliance with our Code of Practice, please contact: Chief Operating Officer, Kalaam Telecom, PO Box 21451, Kingdom of Bahrain or email: [vpassi@kalaam-telecom.com](mailto:vpassi@kalaam-telecom.com)

## 12. Telecommunications Regulatory Authority:

### By letter

TRA, P.O.Box 10353, Kingdom of Bahrain

### By phone

+973 1752 0000/ 8008 8888

### By fax

+973 17520 0044/ 17532523

### By email

[consumer@tra.org.bh](mailto:consumer@tra.org.bh)

### Website

[www.tra.org.bh](http://www.tra.org.bh)