

Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers



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| 1: Introduction | |
| | <p>Interoute's network is the largest in Europe today, offering unparalleled homogeneity, reach and capacity. Our products and services include bandwidth, virtual private networks, high speed internet access and transit, managed hosting, communications services and media streaming.</p> <p>Our fibre optic network, consists of twelve rings connecting 93 cities in 22 countries across 56,000+ route kilometres of lit fibre and has the capacity to carry a petabit (a billion megabits per second) of traffic. We have also built metropolitan area networks (MANs) in 20 major European centres of business with further cities planned during 2008.</p> <p>The company's combined network assets represent one of the largest and most advanced voice and data networks in Europe.</p> |
| 2: Contact details | |
| | <p>Interoute Communications Limited</p> <p>25 Canada Square</p> <p>Canary Wharf</p> <p>London</p> <p>E14 5LQ</p> <p>Customer Support Service phone number(s): 00800 4683 7681</p> <p>Customer service e-mail: support@interoute.com</p> <p>Web site: www.interoute.com</p> |
| 3: Terms and conditions, including prices and tariffs | |
| <i>Our services</i> | <p>Our products and services include bandwidth, virtual private networks, high speed internet access and transit, managed hosting, communications services and</p> |

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| | <p>media streaming.</p> <p>For pricing please contact our Customer Service Centre or call our main office on 020 7025 9000.</p> |
| <i>Access</i> | To obtain these services please contact your account manager if you are an existing customer or call or email or Customer Service Centre using the details provided above. |
| <p><i>Pricing information</i></p> <p>Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.</p> | <p>List here (include information for all services and products offered):</p> <p>Interoute provide both standard and bespoke services. Pricing is available once we have an understanding of your requirement. It is not possible to advise of standard pricing as charges are dependent on individual requirements.</p> |
| <p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p> | <p>Standard conditions: Minimum contract is 12 months, payment terms are 30 days. Termination prior to delivery may carry a termination fee, termination after delivery, but before the end of the agreed term may carry a termination fee. To cancel a service customer must put the request in writing and send to their account manager. Standard liability and boilerplate clauses apply.</p> |
| 4: Customer service | |
| <i>Compensation or refund policy</i> | <p>Service Credits are available to customers who experience a breach of the agreed Service Levels.</p> |
| <p><i>Complaint handling process</i></p> <p>Describe in relation to public electronic communications services for domestic and small business customers.</p> | <p>If you should have cause to complain about our service, please:</p> <p>Queries or complaints?</p> <p>Please call our customer support team on 00800 4683 7681 or support@interoute.com. One of our team will assist you with your query or complaint and will advise on the timeframes we intend to respond to you and resolve your issue. Depending on the nature of the issue, we aim to answer queries and resolve complaints within thirty (30) days.</p> <p>If you feel our customer support team has been unable to resolve your query, please ask for the matter to be escalated.</p> <p>If you would rather put your complaint in writing, we have a formal Complaints Procedure that you can use. It will ensure your issue is dealt with in a prompt and professional manner.</p> |

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| | <p>The procedure is set out in our Code of Practice that has been approved by Ofcom: (www.interoute.com/help)</p> |
| <p><i>Alternative dispute resolution procedure</i></p> <p>Details of alternative dispute resolution arrangements in relation to the provision of public electronic communications services to domestic and small business customers.</p> | <p>If you have a complaint, please in the first instance inform your Account Manager. If your complaint can not be resolved by your Account Manager, please ask to speak to your Account Manager's Country Manager. Should the Country Manager not be able to assist sufficiently, then the matter will be escalated internally and the Country Managers direct line manager will contact you.</p> <p>If we are unable to resolve your complaint satisfactorily, or if requested by you prior to such resolution, we will issue a "deadlock" letter so that you may make a complaint through CISAS, an independent alternative dispute resolution scheme at no cost to you. We can provide you with details of this service, however you can only access the scheme eight weeks after a complaint was first made to us. Alternatively, if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.</p> <p>Contact details</p> <p>CISAS 24 Angel Gate City Road London EC1V 2PT</p> <p>Telephone 020 7520 3827</p> <p>E-mail info@cisas.org.uk</p> <p>Web site: www.cisas.org.uk</p> |
| 5: How to obtain this Code of Practice | |
| | <p>This Code of Practice is published on our Web site at www.interoute.com/help. Additional copies are available on request and free of charge to any domestic and small business customer. If requested, the Code can be made available in Braille and/or large print.</p> |
| 6: Additional information | |
| | <p>This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</p> |