

COMPLAINTS CODE OF PRACTICE

Queries or complaints?

Please call our customer support team on +800 4683 7681. We aim to resolve your issue as quickly as possible. Once we are aware of your query or complaint, we will advise you on the timeframes we believe we can resolve it in. Depending on the nature of the issue, we aim to answer queries and resolve complaints within thirty (30) days.

If you feel our customer support team has been unable to resolve your query, please ask for the matter to be escalated.

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. The procedure is set out in our Code of Practice that has been approved by Ofcom: (www.interoute.com/contact-us)

Interoute can not help you?

On occasion it is possible that we are unable to resolve an issue to your complete satisfaction. If this happens, and you are a domestic or small business customer, you have the right to refer the issue to CISAS, an independent arbitration service that Interoute has voluntarily affiliated itself with to ensure your complaint is dealt with fairly and independently.

However, it is important that you first escalate your complaint in accordance with our Complaints Procedure as CISAS will confirm this with you when you first contact them. Information and further details relating to CISAS can be found in our Code of Practice (www.interoute.com/contact-us).

Interoute is also regulated by the industry regulator, OFCOM. Their contact details are set out below:

Office of Communications
Riverside House
2A Southwark Bridge Road
London
SE1 9HA
Tel: 0845 4563000
Fax: 0845 4563333
Email: contact@ofcom.org.uk