



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

1: Introduction

Converged Communication Solutions was formed in 2005 to address a requirement in the IT and Telecoms industry for a service driven by cost-effectiveness, commitment to excellence and accountability to their clients.

We put our success down to a strong passion for good customer service, a strong technical team and a willingness to go the extra mile for our clients.

Our Mission Statement

- To use our wide knowledge of available technologies and services to provide reliable and cost-effective network connectivity between your company's sites, allowing you to focus on your business.
- To provide complementary services – such as IP Telephony – to further reduce the costs and facilitate flexible operating practices and rapid access to information whenever and wherever it is required.

For further information please visit our website:

<http://www.converged.co.uk>

2: Contact details

Telephone & Email

General Enquiries: 0800 8620 999 or info@converged.co.uk

Out-with the United Kingdom: +44 1224 656 380

Fax: 01224 611 524

Helpdesk: 01224 656 370 or tech@converged.co.uk

Postal Address

Horizons House,
81-83 Waterloo Quay,
Aberdeen AB11 5DE
United Kingdom

Website

<http://www.converged.co.uk>

3: Terms and conditions Our Services

Internet Connectivity

Converged Communication Solutions Ltd are an Internet Service Provider to the SME (and higher) market. We have a range of products spanning broadband and fibre-based connections.

IP Telephony

Converged Communication Solutions Ltd supply and maintain Voice Over IP solutions for the business market.

Telephone Services

Converged Communication Solutions Ltd provide dedicated telephony services such as analogue telephone lines, ISDN telephone lines and associated services such as DDI ranges and CLI presentation.

IT Support

Converged Communication Solutions Ltd also provides IT-specific support, consultancy and management services to the business community.

For full details on all of these services please visit our website or contact us via telephone.

Ordering our services

You can sign up for any of our services by contacting us directly on the telephone numbers outlined above. We will discuss your requirements and advise on the options open to you from our product portfolio.

The method of provision of our services varies from customer to customer (based on product, location and specific circumstances) and we will advise on how best to gain access to them.

All of our services are governed by our Standard Terms and Conditions.

A copy of these can be obtained from our website at <http://www.converged.co.uk> or a copy can be posted to you free of charge on request by telephone or email.

Cancelling our services

If you want to end a service, please tell us as quickly as possible so that we can arrange to send you a final bill. If you do not tell us to end the service, we will continue to send you bills and you will remain responsible for the charges.

You can contact us to cancel a service using the contact details outlined earlier in this document.

Some of our services have a minimum term (which will be outlined in your contract with us) and you may have to pay an early termination fee if you cancel within that term.

All of our ADSL services require 1 calendar month notice to be given prior to cancellation.

If you have a broadband connection with us you may request a Migration Authorisation Code (MAC) in order to facilitate the transfer of your service to another provider. This will trigger your calendar month notice. If your MAC is not used within the notice period your service will not be terminated and any subsequent request for a MAC will be considered a new request – therefore your notice period will commence from the date we receive the new request.

All of our enterprise-class connectivity solutions (leased lines, LAN Extension Services etc) require a minimum 3 calendar months notice to be given prior to cancellation whether the minimum term has expired or not.

4: Customer service

There may be rare occasions in which you feel that we have not performed to the standard that you expect from us. Our complaints procedure is designed to assist you in dealing with us in these circumstances.

All complaints are dealt with on a case-by-case basis and any refund or compensation offered will be done so on the individual merits.

Some services have Service Level Agreements (SLA). Our policy on refunds associated with these services can be obtained by contacting us on the details above.

If you should have a complaint, your first point of contact is:

The Operations Director

who can be contacted using our contact details. We aim to resolve all

complaints within 28 days.

If we are unable to resolve your complaint satisfactorily, we will issue a 'deadlock' letter so that you may make a complaint through CISAS, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively if more than 8 weeks has passed since you first made your complaint, please contact the ADR scheme directly.

Contact details:

CISAS
24 Angel Gate
City Road
London
EC1V 2PT

Telephone 0845 1308 170

E-mail info@cisas.org.uk

Web site: <http://www.cisas.org.uk>

**5: How to obtain this
Code of Practice**

This Code of Practice is published on our web site at
<http://www.converged.co.uk>.

Additional copies are available on request and free of charge to any domestic and small business customer.
