



## **Scotnet - Consumer Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers.**

### **Introduction to our company and services**

**Scotnet** is an independent company that delivers communication services to domestic and business customers. Whilst we may not provide all the component parts of our services ourselves we do take the responsibility for the services delivered to you and will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

### **Purpose of this Code of Practice**

The Code informs you about our products, services, and customer care policies. Our code of practice on complaint handling and dispute resolutions has been approved by Ofcom, the independent regulator for the UK communications industries for the purpose of section 52 of the communications Act 2003. This code of Practice is published on our website: [www.scotnet.co.uk](http://www.scotnet.co.uk) Additional copies are available on request and free of charge to any domestic and small business customers. It is also available in larger print

### **How to contact us**

Please contact our Customer Service Team  
Office open 09.00 -17.00 Monday to Friday, 24-hour answering service with these times.

**By phone:** 0845 270 0010  
**By e-mail:** [support@scotnet.co.uk](mailto:support@scotnet.co.uk)  
**By fax:** 01463 716257  
**By letter:** **Scotnet, 3 Gordon Terrace, Inverness, IV2 3HD**

**Via website:** [www.scotnet.co.uk](http://www.scotnet.co.uk)

## **Our commitment to you**

We are committed to providing you with the highest quality of customer service. When we purchase our services from wholesale provider(s), we choose those providers carefully to ensure that you get a high quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and regulations.

## **Our products and services**

We provide an extensive range of broadband and associated ISP services across the UK.

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0845 2700010.

## **Terms and conditions**

When you subscribe to a service from **Scotnet**, we will provide access to our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0845 2700010. We may carry out a credit check as part of our assessment procedures.

We aim to provide services within 15 working days of your original request, subject to the availability and installation of any equipment and, where appropriate, licensing. If we need to carry out a survey of your premises we will advise you of the revised timescales as soon as we can.

## **Cancellation**

If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 5 working days after your order is placed. After 5 working days we reserve the right to charge you an administration fee as set out in your contract. Should you wish to terminate your contract within the minimum term we reserve the right to charge you a cancellation fee as set out in your contract. After the minimum term you can cancel any service by calling our Customer Service Helpdesk on 0845 2700010 giving us notice in line with our terms and conditions.

## **Faults and repairs**

Please call our Fault Service Team on 0845 2700010 if you experience a fault with any of our services. We aim to have this investigated and repaired within 10 days.

## **Compensation and refund policy**

Our policy is to handle each claim on a claim by claim basis. We aim to investigate any claims and respond within 28 working days. Any refunds that are due will be credited to the next months invoice.

## **Price lists**

Our pricing structure is available from our Customer Service Team on 0845 2700010. We will write to you in advance if we change the pricing structure on your products and services.

## **Billing**

We will bill you monthly, quarterly or annually for the supply of ongoing services (dependant on service selected).

You can choose to pay us via a range of options including Direct Debit, bank transfer or cheque. These are agreed at the start of your contract. If you wish to change your method of payment at any time, please call our Customer Service Team 0845 2700010.

If you have difficulty paying your bill, please contact us on 0845 2700010 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

## **If you are moving home or office**

Please call our Customer Service Team on 0845 2700010 no later than 30 days before your move date. We will amend your account and billing requirements as necessary. In some cases the relocation of radio equipment may be subject to Ofcom approval.

## **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and we aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team on 0845 2700010. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

We request that all formal complaints are made in writing, sent via recorded delivery to **Scotnet, 3 Gordon Terrace, Inverness, IV2 3HD**. This requirement ensures that any complaints are correctly recorded and actioned.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company and ultimately to the Managing Director at the above address. If your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached "deadlock" then you may ask for help from Ombudsman Services.

Ombudsman Services is an independent organisation which is approved by Ofcom to provide alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communication providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before deciding any action that may be needed to put things right. Access to ADR services is free of charge to the end user.

## **Nuisance calls**

We take the problem of nuisance e-mails and malicious communications very seriously. We tackle it by working closely with the police and others in the communications industry. If you have been a victim of this activity, please call the Customer Service Team on 0845 2700010 to report the incident, and for information on how to deal with this situation.

## **Services for people with special needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services for customer who are older or who may have a disability, including:

- .. Priority access to the Customer Service Team 0845 2700010
- .. Priority fault repair and assistance
- .. Copies of this Code in larger print.

## **Data protection**

We comply fully with our obligations under the Data Protection Act 1998.

## Useful addresses

**Ofcom**, Riverside House, 2a Southwark Bridge Road, London SE1 9HA Tel: 020 7981 3040 or 0300 123 3333 email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)



**Ombudsman Services**, Brew House, Wilderspool Park , Greenalls Avenue, Warrington, WA4 6HL. Tel 0330 440 1614.

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

