

Cobweb Solutions' Customer Complaints Code of Practice

General Customer Complaints Handling Procedure

1. Our approach to complaints

This procedure compliments our Terms & Conditions, notably our Service Level Agreement (SLA), Service Supply Agreement and Service Descriptions, but only applies to the services provided to you by Cobweb Solutions and not those provided by third party vendors.

Our aim is to provide you with information regarding what to do and who to contact if you are experiencing a problem and how we will go about resolving it. We continuously make improvements to our services as a result of the valuable feedback we receive from our customers. If something has not met your expectations and you are having a problem, we want to know straight away.

We want to make sure you are satisfied with the services we provide, but sometimes we know things can go wrong. We aim to provide you with a simple and effective way to raise your complaint and clear information about how we will deal with it. If you raise a complaint about something which is our fault, we will explain what's gone wrong, apologise and try to put things right quickly.

2. What is a complaint?

A complaint is when you tell us that you are dissatisfied with one of the services we provide to you, or the complaint-handling process itself; and allows us to respond to you and try to address your concerns.

3. How do I complain and our contact details?

The best ways in which you can contact us to complain are:

- **Emailing us**

You should email us at: customerrelations@cobweb.com

Alternatively, you can write to us at our postal address:

Customer Relations
Cobweb Solutions Ltd
Delme 3, Delme Place
Cams Hall Estate
Fareham
Hampshire
PO16 8UX

However, there is still an alternative way to contact us to complain, if you prefer:

- **Telephoning us**

Customer Relations on: 0345 223 9000 (option 3, option 2), between 9am and 5:30pm Monday to Friday.

- **Writing to us**

It's often easier for us to find out what's happened and put things right if we have a brief explanation of what has concerned you. If you'd prefer to write our address is:

Customer Relations
Cobweb Solutions Ltd
Delme 3, Delme Place
Cams Hall Estate
Fareham
Hampshire
PO16 8UX

Please remember to give us full details of your company name, the name and telephone number of your authorised account administrator and your address.

4. How are complaints handled and by whom?

The day-to-day responsibility for ensuring your complaint is handled promptly and effectively lies with our Customer Relations Team.

All details of the complaint are recorded and if further information is required a member of the customer relations team will contact you within 24 working hours. You will be provided with a reference number which you will need to use in all communications relating to the complaint. Our team will act efficiently and with courtesy and will endeavour to resolve your complaint within 10 working days. We will contact you to tell you what we have found and how we propose to resolve the issue. We will of course, ensure regular contact with you and record any updates.

However, if we are unable to resolve your complaint within 10 working days or you are dissatisfied with how your complaint is being managed or we feel our usual complaints process is not able to deal with your complaint satisfactorily, your complaint will be escalated to the Customer Services Management team, who will independently review your complaint, ensuring a fresh approach. We aim to investigate and respond to you within a further 10 working days from referral to the Customer Services Management team. Whilst you may of course seek independent help or advice, please talk to us first, as we can often settle these issues during a phone call.

If you remain dissatisfied with the outcome of your complaint and are a domestic or small business customer, then you may follow the procedure described below.

Complaints Handling and Dispute Resolution for Domestic and Small Business Customers

Introduction

This procedure adds to our General Customer Complaints Handling Procedure (outlined above). Where Cobweb Solutions provides internet telephony and Cobweb connectivity (broadband) services to customers, the company is classed as a Communication Provider (CP) and as such is subject to regulation by Ofcom.

We are therefore required by Ofcom to be members of an Alternative Dispute Resolution (ADR) Scheme in the handling of complaints for Domestic and Small Business Customers. These are defined as having 10 employees/volunteers or less. Compliance with the Ofcom Approved Code of Practice for Complaints Handling is also required.

Our Complaints Handling and Dispute Resolution for Domestic and Small Business Customers:

We will always try to look at every possible option in order to resolve your complaint and normally, most of our customer's complaints are solved satisfactorily. But, there may be a few incidents (within the 8 weeks since you first made your complaint) when this doesn't occur and for whatever reason neither one of us can agree or move forward.

In such cases you may request (in writing) that we issue you with a 'Deadlock Letter', which we will provide to you promptly (unless there is good reason not to). You may use one of the following lowcost options for this:

- **By post to:** Cobweb Solutions Ltd, Delme 3, Delme Place, Cams Hall Estate, Fareham, Hants, PO16 8UX
- **Email to:** customerrelations@cobweb.com

Alternatively, we will provide you with 'Written Notification' of your right to go to 'Alternative Dispute Resolution' (ADR) to consider your complaint if it has been at least 8 weeks (56 calendar days) since you first made your complaint and less than a year (although you also have the right to refer to CISAS directly).

Cobweb Solutions' are a member of the CISAS (Communications and Internet Services Adjudication Scheme) ADR scheme.

The scheme is free of charge to eligible Cobweb Solutions customers and is fully independent. Further information can be found at: <https://www.cedr.com/consumer/cisas/>

Our aim is to provide you with information regarding what to do and who to contact if you are experiencing a problem and how we will go about resolving it. We continuously make improvements to our

services as a result of the valuable feedback we receive from our customers. If something has not met your expectations and you are having a problem, we want to know straight away.

We want to make sure you are satisfied with the services we provide, but sometimes we know things can go wrong. We aim to provide you with a simple and effective way to raise your complaint and clear information about how we will deal with it. If you raise a complaint about something which is our fault, we will explain what's gone wrong, apologise and try to put things right quickly.

Cobweb Services are not to be used to:

- Create or maintain software download or distribution sites or sites create for the purpose of mass distribution of software products.
- Create or maintain sites that generate system errors or exceptions that disrupt server performance or cause server-wide outages. This includes overriding or avoiding system settings and restrictions imposed Cobweb.
- Violate any applicable laws, regulations or other provisions having the force of law.
- Impersonate any person or entity or falsely state or otherwise misrepresent your affiliation with a person or entity.
- Employ misleading email addresses or falsify information in any part of any communication. • Upload, transmit, disseminate, store or post links to any content that:
- Is prohibited from transmitting or posting by law, or by contractual or fiduciary relationship;
- Facilitates hacking or unauthorised access or use of data, systems, servers or networks including any attempt to probe, scan or test for vulnerabilities, or to breach security or authentication measures;
- Falsifies origin by forging TCP/IP packet headers, email headers, or any part of a message header;
- Interferes with service to any user, system or network by using flooding techniques, overloading a system or a network, staging or broadcasting an attack, or any other means resulting in a crash of a host either deliberately or by negligence;
- Infringes or contributes to any infringements of any intellectual property, material protected by copyright, trademark, patent, trade secret or propriety right of any party;
- Is or may be considered unsolicited or unauthorised advertising, promotional material, junk mail, spam, spam advertisements, "make money fast" schemes, chain letters, pyramid schemes or any other form of solicitation;
- Contains viruses, worms, trojan horses, time bombs, trap doors or any other computer code, files or programme or repetitive request for information designed to interrupt, destroy or limit the functionality of any other computer software or hardware or telecommunications equipment;
- Is unlawful, harmful, threatening, abusive, harassing, unlawful, libellous, defamatory, vulgar, obscene, or invasive or privacy;
- Is of adult nature, pornographic, or harmful to minors;
- Promotes illegal activity, including providing instructions for illegal activity, or transmitting, disseminating or offering fraudulent goods services, schemes or promotions, or furnishing false data on any sign-up form, contract or online application or registration, or the fraudulent use of any information obtained through the use of the Services including use of credit card numbers.

- Exploits the images of children or discloses personally identifiable information belonging to children.