

My Communications Ltd

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

Ofw 248

1: Introduction	
	The provider is My Communications. We provide network services and install telephone systems to small and medium sized businesses.
2: Contact details	
	<p>By mail: 27 Old Gloucester Street London WC1N 3AX</p> <p>By phone: 08444 1000 15</p> <p>By email/web: clients@mycommunications.co.uk www.mycommunications.co.uk</p>
3: Terms and conditions, including prices and tariffs	
<i>Our services</i>	We provide the following lines and services: Analogue telephone lines, Multilines, ISDN2e, ISDN30e, Select services, Carrier pre-select, broadband, Non Geographic numbers, VOIP, Telephone system installation and maintenance
<i>Access</i>	For more information on how to obtain these services or to order additional products, please contact 08444 1000 15
<i>Pricing information</i>	It is not possible to publish a standard set of rates that would apply to all

<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>customers. This is because there are so many different rates that depend upon usage volumes and other separately negotiated tariffs. In addition, tariffs are being updated and changed constantly to ensure best prices for our customers and industry changes compliance.</p> <p>Your own bespoke tariff, if you have not kept your original documentation, can be obtained from our Network Services Department on 08444 1000 15</p>
<p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p>	<p>Standard conditions:</p> <p>There are minimum term options on your contract, which, when ticked will indicate specific terms agreed. If there is nothing ticked, then your contract minimum term will default to 24 months.</p> <p>If you wish to cancel, you must inform us in writing. We will acknowledge your cancellation in writing. Your cancellation is not acknowledged until you have received confirmation of this from ourselves</p> <p>If you request to leave after you have completed your minimum term, then we require 30 days written notice. If you are still in your minimum term and request to leave, you will be subject to cancellation fees, which you must agree to pay prior to leaving our services.</p>
<p>4: Customer service</p>	
<p><i>Compensation or refund policy</i></p>	<p>Our service to our customers is dependant upon the continued operation of the major networks (BT, Cable and Wireless etc).</p> <p>If service is lost for any reason, then will facilitate a compensation claim on your behalf, in line with your particular care package and the operators terms and conditions.</p> <p>Please inform us in writing if you wish to pursue a claim for compensation or refund</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 contact us on 08444 1000 15, email: clients@mycommunications.co.uk or write to us at the address above.</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 we have not resolved your complaint to your satisfaction after 8 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through Otelo, (an independent alternative dispute resolution scheme. We can provide you with details of this service.</p> <p>Otelo</p> <p>Otelo PO Box 730 Warrington WA4 6WU</p>

	<p>Telephone 0845 050 1614 or 01925 430 049</p> <p>E-mail enquiries@otelo.org.uk</p> <p>Web site: http:// www.otelo.org.uk</p>
5: How to obtain this Code of Practice	
	<p>This Code of Practice is published on our Web site at www.mycommunications.co.uk. Additional copies are available on request and free of charge to any domestic and small business customer. Please advise us if you require this in other formats.</p>
6: Contact details of related organisations	
	<p>OFCOM Riverside House 2a Southwark Bridge Road London SE1 9HA</p> <p>If you want to complain to Ofcom, call them on 0300 123 3333 or 020 7981 3040. They are open Monday to Friday from 9.00am to 5.00pm.</p>
7: 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>