

KeConnect's Code of Practice

Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business customers

1. Introduction

This code aims to provide information on how to contact KeConnect, where to find information about KeConnect services and what to do when things go wrong and how to make a complaint.

2. About KeConnect

KeConnect offers dial up and broadband internet access services. More information about KeConnect is available on our website: www.keconnect.co.uk

3. What is the KeConnect's Consumer Code of Practice?

The purpose of this Code of Practice is to inform our customers of their relationship with KeConnect and provide useful information to enable customers to deal with problems if they arise.

4. Contact Details

In common with many other internet service providers taking orders or enquiries from customers by telephone, we monitor a proportion to ensure that our customers are getting the standard of service they are entitled to expect. This allows us to identify training needs and improvements to our service.

Our Address is:
Customer Services Dept.
KeConnect Systems Ltd
Pegasus One
Orion Business Park
Gt Blakenham
Ipswich
Suffolk
IP6 0LW

Telephone: 08450 506050

Email: customerservices@keconnect.co.uk

5. Range of Services

KeConnect offer the following services:

Broadband
Dial-Up Access
Leased Lines
Email and Web Hosting
Co-Location Services

See the KeConnect website for more details of our services: www.keconnect.co.uk

You can obtain pricing information from our website, see www.keconnect.co.uk/broadband or by calling 08450 506050 Option 2.

You can place orders either by telephone (08450 506050) or online, see www.keconnect.co.uk

6. Customer Services

We have standard contracts for all our services. If you require clarification or are unsure of any of the conditions under which your service(s) are provided please call us and we will be happy to confirm this information.

Customers should read any contract carefully to find information on the following:

Cancellation and service termination
Pricing
Billing Information

The general terms, product specific Terms and Conditions, Privacy Policy and Acceptable User Policy are available from the KeConnect website www.keconnect.co.uk

Generally our contracts are for a minimum of 12 months, if, after the initial contract period you wish to cancel you should inform us in writing at the customer services address above.

7. Data Protection

We comply with all relevant data protection legislation.

8. Complaint Handling Process

To support KeConnect's commitment to putting our customers first, we welcome all contact with our customers. It is KeConnect's aim that all customers with a problem should feel comfortable in voicing their concerns. Our key objective is to resolve complaints quickly and to make sure that the information gained will be used to ensure that preventative action is taken.

Any complaints should be reported to the relevant KeConnect department, each of which have response time and quality measurements targets to ensure customer satisfaction. Details of how to contact KeConnect can be found below.

Customer Services Dept.
KeConnect Systems Ltd

Pegasus One
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Gt Blakenham
Ipswich
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IP6 0LW

Telephone: 08450 506050

Fax: 08450 506055

Email: customerservices@keconnect.co.uk

9. Dispute Resolution / CISAS

We are committed to providing you with excellent customer service. Most issues should be able to be resolved on the telephone or by email.

We realise that sometimes things do go wrong however, and when they do, we want to put them right as quickly as possible. We have a complaint handling procedure, and hope to resolve most issues quickly and where we are both happy with the outcome.

If you are not happy with the response you receive you may ask for the matter to be referred to the appropriate manager for further investigation.

If you remain unhappy with the proposed outcome, there are a number of options you may wish to consider. However, we believe that it is in the interest of both our customers and KeConnect to try to resolve any dispute without outside assistance.

If we cannot resolve your complaint and we are in a state of "deadlock", we will write to you explaining this. At this point or after 3 months from your initial complaint you can refer your case to CISAS. KeConnect is a member of CISAS, the Communications and Internet Services Adjudication Scheme. CISAS provides a free and independent dispute resolution process for residential and small business customers who have failed to reach agreement over a dispute with their Internet Service Provider.

You are also free to take your case to court.

10. Refund / Compensation Policy

If a customer is due a refund on their account either because a credit has been raised or because of overpayment, we will reimburse the customer as soon as practical. Compensation is at our sole discretion and in any event will not exceed the monthly subscription paid by the customer.

11. Communicating with Customers

This code of practice is available on KeConnects website: www.keconnect.co.uk. Customers requiring the Code of Practice in a different format should contact KeConnect using the General Enquiries number which is 08450 506050.

12. Approval and Review of the Code of Practice

KeConnect is committed to keeping the information in this Code of Practice accurate and up to date. KeConnect will amend and reissue the Code of Practice following any changes to the information it contains. Ofcom has approved this Code of Practice.

13. Other Useful Contact Information

Office of Communications (Ofcom)

www.ofcom.org.uk
Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Email: contact@ofcom.org.uk

Phone: 0845 456 3040 or 0207 981 3040

Please note that calls to the Contact Centre may be monitored or recorded

Fax: 0845 456 3334 or 0207 981 3334

The Communications and Internet Services Adjudication Scheme (CISAS)

www.arbitrators.org/cisas

CISAS
C/o DRS-CI Arb
12 Bloomsbury Square
London
WC1A 2LP

Email: cisas@drs-ciarp.com

Phone: 0207 421 7421

Fax: 0207 404 7150

14. Further Information

Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between KeConnect and a customer. The telecommunications services described in this Code are subject to availability and may be modified from time to time. This Code of Practice is published by Ke-Connect Systems Ltd.