# Octotech's Code of Practice Regarding Complaint Handling and Dispute Resolution

Octotech is a provider of communication services, supplying hosting, Internet and telecommunication solutions for residential and business customers.

## The purpose of this code of practice

This guide has been developed to help you to understand the relationship you have as a customer of Octotech. It will enable you to:

- Access summary details of our services
- Understand what you can expect from Octotech after you have made a purchase or registered for a service
- Contact details for alternative complaint bodies
- Find out how to contact us

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

## How to contact Octotech

| Customer Services & Sales | |
|---|---|
| Phone | 01403 888171 |
| Website | https://www.octotech.co.uk |
| Email | support@octotech.co.uk |

Our Customer Services department is open Monday to Friday from 9am to 5:30pm. We are closed on weekends and bank holidays. Calls are charged at local rate.

## Account Cancellations

To cancel your account please either call or email. We will require all cancellation requests to be submitted as a written request in the form of an email or if you cannot access the Internet send the same details in a letter to our main office address shown.

Phone: 01403 888171
Email: support@octotech.co.uk

Octotech
28 Parsonage Road
Horsham
West Sussex
RH12 4AN

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www.octotech.co.uk
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Some of our services do not have a minimum contract period but for those that do, we would be happy to discuss your requirements. A summary of our service contract periods are:

- Shared Hosting:        Anytime
- Dedicated Servers:     Anytime
- ADSL Internet:         18 Months
- FTTC Internet:         18 Months
- PSTN Line Rental:      18 Month
- ISDN 2 Line Rental:    12 Months
- ISDN 30 Line Rental:   12 Months

Some services take a little time to cancel, as they require us to work with special industry processes (such as ADSL). When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. During this period, you remain liable for the costs of any services we provide.

## Disconnections and cancellation of services

We reserve the right to suspend or cancel your service within the contracted timescales - for example, if you do not pay your bill.

## Complaints

If you would like to register a complaint, here are a number of different ways you can contact us:

By Email: You can e-mail us your complaint via support@octotech.co.uk

By Phone: You can contact the Customer Care team directly on 01403 888171 from 9am to 5:30pm. We are closed on weekends and bank holidays.

By Letter: If you prefer to put the complaint in writing, you can send it to the following address:

Octotech
28 Parsonage Road
Horsham
West Sussex
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## What happens once we receive your complaint?

We will acknowledge all complaints received by letter, fax or e-mail within 24 working hours of receiving your complaint.

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## Dispute resolution

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

Otelo
PO Box 730
Warrington
WA4 6WU

Phone: 0845 050 1614 or 01925 430 049
Email: enquiries@otelo.org.uk
Website: www.otelo.org.uk

## Order processing

All services can be ordered by calling our customer services team on 01403 888171. The time it takes to setup can vary depending on the service purchased. We will aim to confirm all new orders by email within 4 hours during normal office hours (Monday – Friday 9am to 5:30pm, excluding bank holidays).

## Pricing

Up-to-date prices for our products and services are always available on our website (https://www.octotech.co.uk) or by calling our customer services team on 01403 888171.

## Billing

We currently accept the following payment methods:

- Credit / Debit Card (Preferred)
- Direct Debit
- BACS
- Cheque

## Fault Repair

Faults can be reported around the clock via email at support@octotech.co.uk. To report a fault to one of our representatives please call 01403 888171 during office hours.  However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 9am to 5:30pm, excluding bank holidays). Faults can occur on our Network, or another operator's network, as well as your own equipment.

If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault. Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair.

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We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you.

## Privacy

We take your privacy very seriously and we strictly follow the procedures laid down by the Data Protection Acts of 1984 and 1998 to protect all user information. Our Privacy Policy sets out the personal information we collect about you and describes how we may use that information. No customer information will be intentionally used or distributed outside of Octotech, and we have a strict policy of not selling customer details to outside marketing agencies without your permission to do so. Our privacy policy also contains details of how you can opt in and out of receiving our marketing information.

## Access to our Code of Practice

Customers can access this code of practice from our website (https://www.octotech.co.uk/complaints) or by requesting a copy to be posted or emailed to them.

## Data Protection

We strictly follow the procedures laid down by the Data Protection Acts of 1984 and 1998 to protect all user information.

## General philosophy

Octotech is a company offering advanced Internet communications for both the home and business user, whatever their needs.

Our product range in very broad terms consists of:

- Broadband (ADSL, FTTC, and leased line Internet connectivity)
- Telecoms (Line rental and phone calls)
- Hosting (shared and dedicated servers)

Customers of Octotech can take advantage of our world class technical support with emails answered in minutes and telephone calls answered in seconds.

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

The code will be regularly reviewed in line with Ofcom's requirements. We value all feedback from our services to this code of practice. Please email you comments to support@octotech.co.uk.

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## Contacting related organisations

*Office of Communications (Ofcom)*

Ofcom Contact Centre

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

Tel: 020 7981 3040

Fax: 020 7981 3334

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk

*Office of the Telecommunications Ombudsman (OTELO)*

Wilderspool Park

Greenall's Avenue

Warrington

WA4 6HL

Tel: 0845 050 1614

Fax: 01925 430059

Email: enquiries@otelo.org.uk

Website: www.otelo.org.uk

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