



Code of Practice Regarding Complaint Handling and Dispute Resolution

Introduction

Phoenix SSI Limited (Phoenix) is a provider of communication services, supplying hosting, internet and telecommunication solutions for residential and business customers across the UK. All our systems have been designed and developed in-house by our supplier to ensure we have the most flexible path to delivering the solutions our customers require.

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 Phoenix. It will enable you to:

- Access summary details of our services
- Understand what you can expect from Phoenix 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. 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

How to contact Phoenix SSI Limited

Customer Services & Sales	
Phone	0844 77 99 776
Website	www.phoenixssiltd.co.uk
Email	info@phoenixssiltd.co.uk

Our Customer Services department is open Monday to Friday from 9.00am to 5.00pm. We are closed on Saturdays, Sundays and Bank Holidays. Calls from land lines are charged at local rate. Some mobile phone providers may charge at a higher rate and you may prefer to contact us on **020 8643 9162**.

Accounts Department	
Phone	0844 77 99 776
Website	www.phoenixssiltd.co.uk
Email	accounts@phoenixssiltd.co.uk

Our Accounts department is open Monday to Friday from 9.00am to 5.00pm. We are closed on Saturdays, Sundays and Bank Holidays. Calls from land lines are charged at local rate. Some mobile phone providers may charge at a higher rate for our 0844 number and you may prefer to contact us on **020 8643 9162**.



Account Cancellations

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

Phone: 0844 77 99 776
E-mail: info@phoenixssiltd.co.uk
Dawson House
128-130 Carshalton Road
Sutton
Surrey SM1 4TW

Most of Phoenix's 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
Reseller Hosting: Anytime
ADSL Reseller: Anytime
ADSL Internet: 1 Month
SDSL Internet: 12 Month

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, there are a number of different ways you can contact us:

By E-mail:

You can e-mail us your complaint via info@phoenixssiltd.co.uk

By Phone:

You can contact the Customer Care team directly on 0844 77 99 776 from 9.00am to 5.00pm. We are closed on Saturdays, Sundays and bank holidays.

By Letter:

If you prefer to put the complaint in writing, you can send it to the following address:
Dawson House, 128-130 Carshalton Road, Sutton, Surrey SM1 4TW

By Fax:

If you wish to send us your letter of complaint by fax, you may fax us on 020 8661 6002. Calls are charged at national rate.



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.

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 online via our website, or simply by calling our customer services team on 0844 77 99 776. The time it takes to setup can vary depending on the service purchased. We will aim to confirm all new orders by e-mail within 4 hours during normal office hours (Monday – Friday 9am to 5pm).

Pricing

Up-to-date prices for our products and services are always available on our website (www.phoenixssilttd.co.uk) or by calling our customer services team on 0844 77 99 776.

Billing

We currently accept the following payment methods:

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

Fault Repair

Faults can be reported around the clock via e-mail at info@phoenixssilttd.co.uk. To report a fault to one of our representatives please call our Help Desk on 0844 77 99 778 during office hours. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 9am to 5pm, excluding bank holidays). Faults can occur on the Phoenix 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. If the fault is on the BT network (in the case of ADSL and SDSL Broadband) then you may need to report this fault to BT directly.

To report a BT fault call one of the following numbers:
BT Residential customers call 0800 800 151
BT Business customers call 0800 800 154

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 Phoenix SSI Limited, 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:
(www.phoenixssiltd.co.uk/code_of_practice.asp) or by requesting a copy to be posted or e-mailed 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

Phoenix is a private limited company offering advanced Internet communications for both the home and business user, whatever their needs. The company is without external investors, financial borrowing and being profitable the company is stable and has been since its formation in November 2000.

Our product range in very broad terms consists of:

- Shared, Reseller (white-label) and Dedicated Hosting
- Dial-up 0845 Internet Access
- Broadband ADSL & SDSL
- Telecom Services (see our sister companies www.redtelecom.co.uk and www.citrusred.es)
- Advanced Web Development

Customers of Phoenix can take advantage of our world class technical support with e-mails answered in minutes and telephone calls answered in seconds. Through the automation of a control panel, a large number of customers can configure their packages at any time or day or night, anywhere in the world, without the need to 'submit requests' for an operations engineer to action the request for them, allowing us to concentrate on improving the service further and focusing on new projects.

Dawson House
128-130 Carshalton Road
Sutton
Surrey SM1 4TW



We value your feedback

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

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 e-mail your comments to info@phoenixssilttd.co.uk

Contacting related organizations

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