



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

1: Introduction

CloudScope Connect Ltd was established in 2014 and is a Tier 2 independent telecommunications supplier of customer orientated cost-effective services for the domestic, SME, corporate and reseller market.

2: Contact details

CloudScope Connect Ltd
Unit Q, Troon Way Business Centre
Humberstone Lane, Leicester
LE4 9HA

Customer service phone number: 0345 688 7227
Customer service e-mail: info@cloudscapeconnect.co.uk
Customer service fax: 0116 274 7365
Web site: www.cloudscapeconnect.com

3: Terms and conditions - including prices and tariffs

Our Products and Services

Internet connections, telephone lines, email and web hosting, as listed, amended and updated from time to time on our website at: www.cloudscapeconnect.com

Pricing information

Prices are available online at: www.cloudscapeconnect.com or via telephone and email (see above). Before any service or product is supplied you will be given a clear price and any contract terms will be explained in clear, easy to understand english.

Cancellation

Our standard contract period for broadband and phone lines is twelve months. Termination can be made by contacting us by phone, fax, email, or post.

4: Customer service

Compensation or refund policy

Any refunds due will be made either via credit card, bank transfer or cheque.

Complaint handling process

If something isn't right, you can tell us by phone, email, post or fax. We will acknowledge your complaint and respond within 2 working days by phone or email and in many cases much sooner (postal complaints may take an additional day or two arrive). Our response will outline the actions we will take and the timeframe to resolve the issue if it can't be fixed straight away.

Alternative dispute resolution procedure

If you are not satisfied with our response, or it is not put right, you may be able to escalate your complaint to the ISPA or the Ombudsman Services: Communications (OS:C) alternative dispute resolution service (approved by Ofcom) at no cost to you. When we receive your complaint we will advise if it falls within the scope of the alternative dispute resolution service and provide you with full details on how to escalate your complaint.