

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

1: Introduction	Nine Telecom Limited is a provider of telephone call services, line rentals, broadband and connectivity solutions to businesses.
2: Contact details	<p>Postal address of major office:</p> <p>Nine Telecom Limited</p> <p>Marlbridge House, Enterprise Way, Edenbridge, Kent TN8 6HF</p> <p>Customer service phone number(s):</p> <p>Phone 0800 970 2999 Fax 0800 970 3999</p> <p>Customer service e-mail: info@ninetelecom.co.uk</p> <p>Web site: www.ninetelecom.co.uk</p>
3: Terms and conditions, including prices and tariffs	
Our services	We offer call services via various providers, charged monthly in arrears, together with broadband, connectivity and line rental services which are charged monthly in advance. Contact numbers for more information are given in section 2.
Access	Order forms for all services are available via our offices – contact number in section 2.
Pricing information	Tariffs are dependant upon call volume. Clients can obtain a quotation or a revision by calling the numbers in section 2.
Contract conditions	<p>Standard conditions:</p> <p>For details of our minimum contract period for Calls, Line Rentals and Broadband, please see our Terms & Conditions document, which can be accessed via our website at www.ninetelecom.co.uk or by calling the numbers given in section 2. Contracts can be terminated by notifying us in writing at the address given in section 2.</p>

4: Customer service	
Compensation or refund policy	Any overcharges that may occur will be refunded against outstanding amounts or credited to the customer's account or repaid as agreed with the client.
Complaint handling process	Please respond by calling on the numbers in section 2 or in writing or by email to info@ninetelecom.co.uk or via the "contact us" link on our website at www.ninetelecom.co.uk . Should you not receive a satisfactory response or resolution within 2 weeks, please call the number given in section 2 and request escalation via the Operations Manager.
Alternative dispute resolution procedure	If we have not resolved your complaint to your satisfaction after 12 weeks or if you have received a letter from us saying that your complaint has reached "deadlock", you may make a complaint through Otelo (see section 6), an independent alternative dispute resolution scheme. We can provide you with details of this service.
5: How to obtain this Code of Practice	This Code of Practice is published on our Web site at www.ninetelecom.co.uk Additional copies are available on request and free of charge to any small business customers
6: Contact details of related organisations	<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>
7: Additional information	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