

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

1: Introduction

Breathe Networks Ltd was established in 1999 and is one of the leading internet agencies in England. We ensure high-performance broadband, dial up and CRM solutions.

2: Contact details

211 Piccadilly

London

W1J 9HF

Customer service phone number: 0871 424 0185

Customer service e-mail: sales @ breathe networks.com

Web site: www.breathe.net

3: Terms and conditions, including prices and tariffs

Our services

Broadband Internet connections, secure website hosting and website design.

As listed, amended and updated from time to time on our website at: <http://www.breathe.net>

Access

Contact us by telephone on 0871 424 0185 or via the details on our website:

<http://www.breathe.net>

Pricing information

Prices are available online at: <http://www.fast4.net> via telephone/email (see above).

Contract conditions

Available online here : <http://www.fast4.net> - standard broadband contract period is one month. Termination can be via telephone or email (see above).

Available online here : <http://www.fast4.net> - standard dial up contract period is one month. Termination can be via telephone or email (see above).

4: Customer service

Compensation or refund policy

Any refunds due will be made either via Credit Card or cheque.

Complaint handling process

Contact can be made via three options, telephone, post or the ticketing system made available within the secure members area, found here <http://www.fast4.net/members> The address to post a complaint to is :

Customer Service Manager

Breathe Networks Ltd
211 Piccadilly
London
W1J 9HF

All complaints will be reviewed and process by a Customer Services Manager. If you wish to escalate any stage of the process then please ask to speak to a Director or line Manager. Please use 0871 424 0185 in the first instance.

Alternative dispute resolution procedure

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through CISAS, 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.

CISAS
24 Angel Gate
City Road
London
EC1V 2PT

Telephone 0845 1308 170

E-mail info@cisas.org.uk

Web site: www.cisas.org.uk

5: How to obtain this Code of Practice

This Code of Practice is published on our Web site at <http://www.fast4.net> Additional copies are available on request and free of charge to any domestic and small business customer.

6: 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/loi/g_a_regime/gce/ccodes/ccodes.pdf