

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

Ofw 248

<b>1: Introduction</b>	
	Xifos Limited provides Internet access, connectivity and bespoke IP solutions to residential and business customers in the United Kingdom.
<b>2: Contact details</b>	
	Head Office :  Xifos Limited 36 Reading Road, Pangbourne, Berkshire, RG8 7JF  Customer service phone number(s):  +44 (0) 871 504 504 2  Customer service e-mail:  request@xifos.net  Web site:  www.xifos.net
<b>3: Terms and conditions, including prices and tariffs</b>	
<i>Our services</i>	Xifos Limited offer a wide range of internet and consultancy services to residential and business customers. These include, but are not limited to

	ADSL, SDSL, Internet connectivity, Leased Lines, Hosting, Co-Location, Voice over IP, Internet Transit. We also provide consultation service to the IT industry.
<i>Access</i>	You can order Xifos Limited services online at <a href="http://www.xifos.net">http://www.xifos.net</a> , via email to <a href="mailto:sales@xifos.net">sales@xifos.net</a> or over the phone by contacting a member of our sales team on +44 (0) 871 5045042. Please note: Our sales team work from 9:30am to 6pm Monday to Friday.
<i>Pricing information</i>  Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.	Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.  All standard pricing can be found at <a href="http://www.xifos.net">http://www.xifos.net</a> . For bespoke product pricing please call Xifos Limited sales on +44 (0) 871 5045042.
<i>Contract conditions</i>  Including any relevant minimum contract period and how service can be cancelled.	Including any relevant minimum contract period and how service can be cancelled.  All Xifos Limited customers are required to agree our standard contract for the supply of the relevant product of service. Please note that if ordering online you will be required to agree to our standard terms of business by electronic format.  Xifos Limited Terms and Conditions contain minimum contract periods and cancellation fees. We therefore advise potential customers to read our Terms and Conditions, Acceptable Use, Data Protection and Privacy policies carefully before signing, to avoid any confusion or dissatisfaction.  These are available online at:  <a href="http://xifos.net/terms/terms.pdf">http://xifos.net/terms/terms.pdf</a>
<b>4: Customer service</b>	
<i>Compensation or refund policy</i>	Compensation will be offered to customers as per the Service level agreement offered with the relevant product ordered, a copy of which is available on request by emailing <a href="mailto:request@xifos.net">request@xifos.net</a>
<i>Complaint handling process</i>  Describe in relation to public electronic communications services	Describe in relation to public electronic communications services for domestic and small business customers.  If you should have cause to complain about our service, please in the first instance ask to speak to a member of the Xifos Limited management team. In the event you remain dissatisfied with the solution or explanation offered we request you raise a formal complaint by writing to

<p>for domestic and small business customers.</p>	<p>us, either by email to <a href="mailto:sales@xifos.net">sales@xifos.net</a> or by writing to:</p> <p>Customer Care Xifos Limited 36 Reading Road Pangbourne Berkshire RG8 7JF</p>
<p><i>Alternative dispute resolution procedure</i></p> <p>Details of alternative dispute resolution arrangements in relation to the provision of public electronic communications services to domestic and small business customers.</p>	<p>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 CISAS, an independent alternative dispute resolution scheme. We can provide you with details of this service.</p>
<p><b>5: How to obtain this Code of Practice</b></p>	
	<p>This Code of Practice is published on our Web site at <a href="http://www.xifos.net">http://www.xifos.net</a>. Additional copies are available on request and free of charge to any domestic and small business customer.</p>
<p><b>6: Contact details of related organisations</b></p>	
	<p>CISAS c/o Dispute Resolution Services The Chartered Institute of Arbitrators 12 Bloomsbury Square London WC1A 2LP</p> <p>Telephone 020 7421 7432</p> <p>E-mail <a href="mailto:kcorubo@arbitrators.org">kcorubo@arbitrators.org</a> or <a href="mailto:mekpenyong@arbitrators.org">mekpenyong@arbitrators.org</a></p> <p>Web site: <a href="http://www.arbitrators.org/cisas/index.asp">http://www.arbitrators.org/cisas/index.asp</a></p>
<p><b>7: Additional information</b></p>	
	<p>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 <a href="http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf">http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</a></p>

