

Consumer Code of Conduct for Complaint Handling and Dispute Resolution



Code of Conduct for handling complaints and resolving disputes with our public electronic communications services for domestic and small business customers

Live Connections Limited and Our Products and Services

We provide, resell and support a range of IT and Communications services and products to business and residential customers. These include IT and Communications systems support and maintenance, re-sales and value-added re-sales of IT and electrical hardware, software, consumables, networking, LiveConnect broadband services and LiveCall Voice over IP (Internet Protocol) products and services. Most of our products and services are subject to one-off "pay as you go charges" but LiveConnect and LiveCall are public electronic communications services subject to ongoing monthly service charges. Fuller details of all our products and services and how to access and order them are on our website or contact us directly (see below).

Our Code of Practice and How To Obtain It

This Code is available on our website www.liveconnections.co.uk and may be downloaded for free. It covers our products, services, and customer care policies and has been approved by Ofcom, the independent regulator for the UK communications industries for the purpose of section 52 of the Communications Act 2003. This code is correct at the time of printing – January 2009. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print on request. If you are elderly or disabled we will aim to meet any reasonable request to tailor our services, products or literature to meet your needs.

Contacting Us

Our offices are open between 09:00-17:00 Monday to Friday - you can contact us using any of the following methods. Outside of these hours, a messaging service is available. We recommend that you use e-mail whenever possible – please provide as much detail as you can.

E-mail: info@liveconnections.co.uk

Web: www.liveconnections.co.uk

Telephone: 01367 710178 (Customer Services)

Fax: 0845 0038960

Post: Live Connections Ltd, Hollyvale House, Chapel Road, Stanford in the Vale, Oxfordshire, SN7 8LE

Our Customer Commitment

We aim to be clear, straightforward and honest in all our dealings with both customers and suppliers. We aim for high standards in the supply and support of our products and services. Our suppliers are carefully selected and we test our products, services and support before offering them to customers. If a problem should occur outside of our control, we will liaise with our suppliers to ensure that any issues are fully resolved as quickly as possible. We aim to continually deliver and improve on our standards of excellent customer service. We comply with all regulations applicable to our business including our obligations under the Data Protection Act 1998.

Cancellation

LiveCall – If you decide to cancel your order or agreement before we have provided the services, you may do so without charge within 14 days of your order date. Cancelling the order or agreement after the service has been provided, or after 14 days of your order date will result in you being charged a cancellation fee as detailed in your contract. Once your LiveCall service has been activated, the service is subject to a minimum contract period, as detailed in your LiveCall contract and a cancellation notice period applies. You may cancel by informing us in writing or via email.

LiveConnect – After we have accepted your LiveConnect broadband order, you will be advised of an expected installation date. If you cancel the order 5 days or less prior to this date, you will be charged a cancellation fee of £20* + VAT. If you cancel the order 2 days or less prior to this date, you will be charged a cancellation fee of £40* + VAT. Once your LiveConnect service has been activated, the service is subject to a minimum contract period, as detailed in our terms and conditions and a cancellation notice period applies. You may cancel by informing us in writing or via email. * Prices correct at time of press.

Our full product and service Terms and Conditions are available on our website and can be downloaded for free.

Price Lists and Tariffs

Our pricing structure and standard tariffs are open and transparent. Because such information can go out of date quickly we provide the up-to-date details on our website or you can obtain them by contacting us directly – we will always be glad to help. Please note that for LiveConnect and LiveCall customers pricing can be varied within the terms of your contract.



Tel: 01367 710178
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IT Excellence

www.liveconnections.co.uk

Email: info@liveconnections.co.uk

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Billing

LiveCall - Unless otherwise agreed, billing for contracted communication and support services will normally be monthly in arrears by variable direct debit. We provide itemised bills free of charge by email.

LiveConnect – Unless otherwise agreed, billing for LiveConnect broadband services will be monthly in advance by direct debit.

If you have difficulty paying your bill, it is your responsibility to contact us so we can attempt to arrange an acceptable payment method. We aim to help customers with difficulties to manage their bills and continue to use our services.

If you are moving home or office

It is important to inform us (email preferred) at least 14 days before your moving date so we can amend account and billing details as required.

Number porting

We know that keeping your existing telephone numbers may be important to you. If you decide to use our services and wish to keep your existing phone numbers we will normally be able to arrange this if you request it. We will aim to ensure that services are switched over at a convenient and appropriate time. We should normally be able to allow you to keep your existing telephone but you should note that for geographic numbers this is not always possible.

Directory Entries

You are entitled to a Directory Enquiry listing (including an entry in the Phone Book) for your LiveCall telephone numbers. If you do want your details included, please e-mail us, detailing how the entry should appear.

Faults and repairs

If you have a problem with one of our products/services, please contact us by e-mail (preferred) or by telephone (we do not recommend using any other method of communication for fault reporting). When you notify us that you believe there is a fault with our products or services, we will investigate and aim to resolve the problem within 24 hours of such notification, where the fault lies within our control. If we cannot resolve the matter in this timeframe the issue will be escalated to our Managing Director and will receive priority status. Where the fault lies outside of our control, we will liaise with our suppliers to ensure that any issues are fully resolved as quickly as possible.

Compensation and refund policy

We consider all claims for compensation/refund on their individual merits. We will fully investigate all the facts as quickly as we can and will aim to propose a fair and equitable settlement wherever this is appropriate. Any appropriate and agreed compensations/refunds will then normally be settled within 15 working days.

Complaints

In the unlikely event that you become dissatisfied with our LiveConnect or LiveCall public electronic communications services for domestic and small business customers we will aim to address your complaint quickly and fairly. You may lodge a complaint with us by email (preferred), telephone or by post. With your co-operation, you can expect us to rapidly make an assessment to more fully understand the nature of your complaint, agree a fair and equitable course of action, and then carry out the agreed resolution. We will also seek to identify the root cause of the problem and take steps, within our power, to prevent a re-occurrence. You can expect us to keep you informed throughout the process. If your complaint is not resolved satisfactorily within a reasonable timeframe you may escalate it to our Managing Director by writing to Mr C. Marshall, Managing Director at the postal address shown in the "Contacting Us" section. If we cannot resolve the issue and reach an acceptable solution with you, we will write to you to say so. If your complaint has been outstanding for more than 8 weeks or we have issued a "deadlock" letter and you wish to pursue your complaint further, you can take your complaint to CISAS (Communications and Internet Services Adjudication Scheme). You should note that you have a right to refer an unresolved complaint to alternative dispute resolution once a deadlock letter has been issued and/or a period of three months has elapsed since the initial complaint was made.

CISAS is an independent organisation which is approved by Ofcom to provide an Alternative Dispute Resolution (ADR) service. Ofcom approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

- CISAS- 24 Angel Gate City Road London EC1V 2PT Tel: 0845 1308 170 or 0207 520 3827
E-mail: info@cisas.org.uk Website: www.cisas.org.uk
- Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0300 123 3333 or 020 7981 3000
E-mail: contact@ofcom.org.uk Website: www.ofcom.org.uk



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