

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

Ofw 248

1: Introduction	
	Wightcable provides multi channel TV, Internet, and Telephone services to homes and businesses across the Isle of Wight.
2: Contact details	
	<p>WIGHTCABLE (2005) LIMITED Communications House 56 Love Lane Cowes PO31 7EU Registered in England No 547 0659, Registered address as above</p> <p><i>Customer service phone number(s):</i></p> <p>Customer services – 01983 242424 From a Wightcable line – 150 (free of charge) Sales enquiries – 0800 785 1000 Out of hours technical faults messaging service – 01983 242484 Reception – 01983 295050 Fax machine – 01983 242486</p> <p><i>Customer service e-mail:</i> E-mail enquiries@wightcable.com</p> <p><i>Web site:</i> www.wightcable.com</p>
<i>Our services</i>	<p>Cable TV and Broadband are subscription services. Telephone lines are a subscription service and calls are charged either a fixed fee or by duration. Maintenance support is normally included within the charges.</p> <p>Further information from Customer Services or web site – see Section 2 above for details.</p>

<p><i>Access</i></p>	<p>Access is via Wightcable fibre network, wireless, and resale of BT exchange lines.</p> <p>To order services contact Customer Services – see Section 2 above for details.</p>
<p><i>Pricing information</i></p>	<p>Wightcable offers several different tariffs and they are available from Customer Services or web site http://www.wightcable.com/_wight_cable_tariff.shtml.</p> <p>Full details are provided on tariffs for Number Translations Services and Premium Rate Services.</p>
<p><i>Contract conditions</i></p>	<p>Terms and Conditions of our contractual relationship with customers can be found in the customer service agreement. Contract periods are clearly identified and are either 12 or 18 months initially and monthly there after. Customers that cancel are required to pay rental charges until the end of the contract period.</p> <p>Services can be cancelled within ten working days from when your order was placed at no charge. During cancellation periods, you remain liable for the costs of any services we provide.</p>
<p>4: Customer service</p>	
<p><i>Compensation or refund policy</i></p>	<p>You may be able to claim compensation if we fail to repair your service when we said we would.</p> <p>If you dispute your charges we will re-check the bill and you will be credited if there is a mistake.</p>
<p><i>Complaint handling process</i></p>	<p>If you should have cause to complain about our service, please contact us and let us know. It is through your feedback that we are able to review and improve the overall service we provide.</p> <p>If you have a complaint, our formal internal complaints procedure is outlined below. We are fully committed to addressing all complaints by telephone. Should you wish to receive a response in writing then please ask.</p> <p>If you are dissatisfied with our response we need to know about it as quickly as possible. Contact Customer Services by telephone or in writing, your letter will be acknowledged within 24hours of receipt.</p> <p>Customer Services WIGHTCABLE (2005) LIMITED Communications House 56 Love Lane Cowes PO31 7EU Customer services – 01983 242424</p>

	<p>enquiries@wightcable.com</p> <p>If you remain dissatisfied you can ask to escalate the issue to the Customer Services Manager.</p> <p>Amanda Quarless WIGHTCABLE (2005) LIMITED Communications House 56 Love Lane Cowes PO31 7EU Customer services – 01983 240108 amandaquarless@wightcable.com</p>
<p><i>Alternative dispute resolution procedure</i></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 Otelo an independent alternative dispute resolution scheme.</p> <p>Otelo PO Box 730 Warrington WA4 6WU Telephone 0845 050 1614 or 01925 430 049 E-mail enquiries@otelo.org.uk Web site: http:// www.otelo.org.uk</p>
<p>5: How to obtain this Code of Practice</p>	
	<p>This Code of Practice is published on our Web site at www.wightcable.com. Additional copies are available on request and free of charge to any domestic and small business customer. It can also be made available in alternative formats, e.g. Braille, large print, etc.</p>
<p>6: Additional information</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 http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</p>