

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

Ofw 248

1: Introduction	
	<p>Who the provider is, with a brief introduction to what it does and provides:</p> <p>Ask4 Limited, a company registered in England with number 03980594, providing internet access to multi-tenanted residential buildings including VoIP and other related online services</p>
2: Contact details	
	<p>Postal address of major office:</p> <p>Devonshire Green House, 14 Fitzwilliam Street, Sheffield S1 4JL</p> <p>Customer service phone number(s):</p> <p>0114 303 3232 or Text 'Help Me' to 07797 800 545</p> <p>Customer service e-mail: customerservices@ask4.com</p> <p>Web site: http://www.ask4.com</p>
3: Terms and conditions, including prices and tariffs	<p>Terms and conditions are available at http://portal.ask4.com/support/termsfuse. Prices are available clearly displayed as part of the online sign-up process. The service is provided on a rolling monthly basis and is charged on a monthly basis payable in advance. The customer is not obliged to commit to a contract longer than one month. VoIP is charged on a pre-paid basis. Charges are available online at http://portal.ask4.com/support/4voice-tariffs/.</p>
<i>Our services</i>	<p>List the range of services, including any maintenance service (e.g. repairs), with description and which of these is subject to a periodic rental charge or subscription charge, with appropriate</p>

	<p>contact details for further information:</p> <p>Services include broadband internet access, VoIP and other related online services</p> <p>Subscription fees include access to the Ask4 help desk which is UK based and open 24/7 (excluding Christmas Day, Boxing Day, New Years Eve and New Years Day).</p> <p>The help desk can be accessed by telephone on 0114 303 3232 or by email to support@ask4.com. In addition, if the customer sends an SMS (text message) 'Help Me' from a mobile telephone to 07797 800 545 the help desk will make a return telephone call to the mobile telephone.</p>
<p><i>Access</i></p>	<p>Brief explanation of how the customer can obtain these services (including overall access) and how to order them:</p> <p>Sign-up to the broadband internet access and online services is done online. When the customer connects his/her computer to the dedicated wall socket in the residence, the customer is directed to the sign-up portal automatically. Payment can be made online by credit or debit card. Access to support services is as set out above.</p>
<p><i>Pricing information</i></p> <p>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.</p>	<p>List here (include information for all services and products offered):</p> <p>Prices are available clearly displayed as part of the online sign-up process. Fees are charged on a monthly basis with no obligation on the customer to pay for more than a month at any one time. VoIP is charged on a pre-paid basis. Charges can be found on the Ask4 website, go to http://portal.ask4.com/support/4voice-tariffs/.</p>
<p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p>	<p>Standard conditions:</p> <p>Terms and conditions are available at http://portal.ask4.com/support/termsfuse/. The contract is on a rolling monthly basis with the minimum contract period being one month. Fees are charged on a monthly basis payable in advance.</p> <p>Both customers and Ask4 have the right to cancel by giving at least 7 days notice expiring on the next monthly payment date. Customers wishing to cancel should telephone the help desk. If any fees have been paid in advance of the cancellation date (which is unlikely) they will be refunded.</p> <p>If Ask4 is in breach of its obligations customers can cancel the service at any time by telephoning the help desk and, in these circumstances, will be entitled to a refund of fees paid in advance.</p> <p>VoIP is charged on a pre-paid basis and there is no minimum</p>

	<p>contract period.</p> <p>Ask4 has the right to terminate the contract in the event that the customer is in material breach of his/her obligations or commits persistent breaches of his/her obligations. If the contract is cancelled in this way no refund of fees will be made.</p>
4: Customer service	
<i>Compensation or refund policy</i>	<p>Any compensation and/or refund policy, including specific details of any compensation and/or refund schemes offered:</p> <p>No contractual compensation is offered.</p> <p>Refunds will be made in accordance with the provisions of the preceding section.</p>
<p><i>Complaint handling process</i></p> <p>Describe in relation to public electronic communications services for domestic and small business customers.</p>	<p>If you should have cause to complain about our service, please note the following:</p> <p>Ask4 agrees in its standard terms and conditions to comply with the Code of Practice set out in this document and in particular to deal with any complaints relating to the provision of any services provided by Ask4 in accordance with this Code of Practice. The customer should address any complaint by email to complaints@ask4.com or by letter to the Complaints Team at Devonshire Green House, 14 Fitzwilliam Street, Sheffield, S1 4JL. Ask4 is a member of OS:C (Ombudsman Services: Communications). Any dispute that cannot be resolved by negotiation will be referred to OS:C for their decision. Ask4 is bound to accept the decision of OS:C.</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 8 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through OS:C, an independent alternative dispute resolution scheme. We can provide you with details of this service. For further information on OS:C go to www.ombudsman-services.org.</p> <p>Or write to OS:C</p> <p>Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU</p> <p>Telephone 0330 440 1614 E-mail enquiries@os-communications.org Web site: www.ombudsman-services.org/communications.html</p>
5: How to obtain this Code of Practice	

	<p>This Code of Practice is published on our Web site at portal.ask4.com/support/codeofpractice/. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print by calling the help desk</p>
<p>6: Contact details of related organisations</p>	
<p>7: Additional information</p>	<p>This code of practice applies to customers of Ask4 who are not resident in student halls of residence. There is a separate code of practice for customers of Ask4 residing in student halls of residence.</p>
	<p>This Code has been produced in accordance with the requirements 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</p>