

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

Ofw 248

<b>1: Introduction</b>	
	Nuco technologies ltd (trading as host-it internet solutions)
<b>2: Contact details</b>	
	<p>Postal address of major office:</p> <p>Unit 1 Northampton Science Park, Moulton Park Ind. Estate Northampton NN3 6LG UK</p> <p>Customer service phone number(s): 0870 165 1300</p> <p>Customer service e-mail: <a href="mailto:support@host-it.co.uk">support@host-it.co.uk</a></p> <p>Web site: <a href="http://www.host-it.co.uk/tickets/">http://www.host-it.co.uk/tickets/</a></p>
<b>3: Terms and conditions, including prices and tariffs</b>	<p><b>Prices:</b> as per our website at <a href="http://www.host-it.co.uk">www.host-it.co.uk</a></p> <p><b>Terms:</b> <a href="http://www.host-it.co.uk/legal/terms_and_conditions.htm#serviceterms">http://www.host-it.co.uk/legal/terms_and_conditions.htm#serviceterms</a></p> <p>In the case of hosting packages there is a tick box with a clear link to our service terms and conditions. This form does not let you progress unless you tick this box as acceptance of our terms and conditions. We request that you read these carefully and also print a copy of these when you sign up.</p>
<i>Our services</i>	<p><b>Broadband:</b> <a href="http://www.broadband.host-it.co.uk/">http://www.broadband.host-it.co.uk/</a></p> <p><b>ISP Services:</b> <a href="http://www.host-it.co.uk">http://www.host-it.co.uk</a></p>

<i>Access</i>	Please order services via the panel.
<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>Full pricing information for services is available from our websites you can access our group websites via:  <a href="http://www.nucotechnologies.com">www.nucotechnologies.com</a></p>
<p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p>	<p>Full information is included in our terms and conditions page:  <a href="http://www.host-it.co.uk/legal/terms_and_conditions.htm#serviceterms">http://www.host-it.co.uk/legal/terms_and_conditions.htm#serviceterms</a></p> <p>Information relating to cancellation is as follows;</p> <p><b>“Cancellation</b>  Host-it reserves the right to cancel service at any time. Any violation of policies will not receive a refund if we institute our right of cancellation. Any violation which results in extra costs will be billed to the customer (i.e. transfer, space etc.). In the case of cancellation of any product/service by the customer in order to ensure that the authorised person is the one making the request we reserve the right to ask that notice be made in writing and signed by either the person that originally ordered the service or someone authorised to make such request. For example in the case of a business a director and in the case of an individual a close relative or legal representative. Notices can be sent by post or faxed to the number/address shown on our web site.”</p>
<b>4: Customer service</b>	
<i>Compensation or refund policy</i>	For ‘GOLD’ plan and above virtual, dedicated and all colo hosting plans we have a 100% SLA. Full details are here: <a href="http://www.host-it.co.uk/legal/sla.htm">http://www.host-it.co.uk/legal/sla.htm</a>
<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 contact us via the following address including full details of the complaint:</p> <p>Att: Customer Services dept  Unit 1 Northampton Science Park,  Moulton Park Ind. Estate  Northampton  NN3 6LG  UK</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 Otelo/CISAS (delete as appropriate), 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.host-it.co.uk/legal/cop.pdf">http://www.host-it.co.uk/legal/cop.pdf</a>]. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print format.</p>
<p><b>6: Contact details of related organisations</b></p>	
	<p>Otelo or CISAS [delete as appropriate]</p> <p>Otelo PO Box 730 Warrington WA4 6WU</p> <p>Telephone 0845 050 1614 or 01925 430 049</p> <p>E-mail <a href="mailto:enquiries@otelo.org.uk">enquiries@otelo.org.uk</a></p> <p>Web site: <a href="http://www.otelo.org.uk">http:// www.otelo.org.uk</a></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:kkorubo@arbitrators.org">kkorubo@arbitrators.org</a> or <a href="mailto:mekpenyong@arbitrators.org">mekpenyong@arbitrators.org</a></p> <p>Web site: <a href="http://www.arbitrators.org">http://www.arbitrators.org</a></p>
<p><b>7: Additional information</b></p>	

	<p>This Code has been approved by Ofcom for the purposes of section 2 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at [link when there is a URL].</p>
--	---