

## Customer Complaints Code

Our mission is to provide the best ISP service in the UK to our partners and customers. We define a “complaint” as a partner or customer telling us they are dissatisfied with our services or the process below. To ensure that any complaints are fully investigated and resolved satisfactorily, Entanet has a clearly defined procedure as follows.

### Step 1

In the first instance, we ask that customers contact a member of staff in the relevant department. If the complaint is account-related, contact an Accounts/Credit Control adviser; if the complaint is support-related, contact a Technical Support adviser; if more general, contact a Customer Services adviser. Telephone contact numbers for our departments are listed at: <http://www.enta.net/>. An adviser will take all relevant information regarding the complaint and will investigate thoroughly. Wherever possible, the issue will be resolved directly. Alternatively, you may email [complaints@enta.net](mailto:complaints@enta.net)

### Step 2

In most cases, no further action will be necessary. If the first adviser is unable to resolve the issue to your complete satisfaction, your complaint will be escalated by the adviser at your request to their Level 2 colleague, who will contact you within 4 business hours and undertake further investigation. They will then report back to you within 2 business days.

### Step 3

Should the Level 2 adviser be unable to resolve the issue to your complete satisfaction, your complaint will be escalated by them at your request to the department's Team Leader, who will contact you within 4 business hours and undertake further investigation. The Team Leader will then report back to you within 2 business days.

### Step 4

Should you not be satisfied with the resolution or explanation provided you may make a further complaint in the form of a letter addressed to the relevant department's manager at the address on page 2, who will respond in writing within 10 business days of receipt.

### Step 5

In the event that all the above procedures have been followed and completed without eliciting an acceptable response or proposed resolution, please send a letter addressed to the Managing Director at the address on page 2, who will respond in writing within 10 business days of receipt.

### Step 6

As Entanet is a member of the Internet Service Providers Association, if you are not satisfied with the terms of any proposed resolution or explanation contained in the reply sent to you by Entanet's Managing Director, you have the option of raising a case with the Ombudsman Services (OS) who will act as independent arbitrator. To initiate this procedure, once 8 weeks have elapsed from the date you made your complaint, or earlier where we agree to issue a deadlock letter, you should contact OS directly as per the details below:

### **Ombudsman Services - Communications**

PO Box 730  
Warrington  
WA4 6WU  
United Kingdom

Telephone: 0330 440 1614 (Mon-Fri, 9am-5pm)  
Fax: 0330 440 1615  
E-mail: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

If you have any queries about our formal complaints procedures, please contact our Customer Services Team by telephone on 0330 100 0330, or in writing to Customer Services at

Entanet International Ltd  
Stafford Park 6  
Telford  
Shropshire  
TF3 3AT

You may also send complaint letters to this address.

“Business Hours” are defined as 9am to 5pm GMT.

“Business Days” are defined as Monday to Friday inclusive, excluding public holidays.

### **Recent revision history**

- 01.07.09 – Contact details for Entanet International Ltd updated.
- 03.07.14 – Added email address, Level 2, arbitration time limit, postal address for complaints, updated CISAS contact details.
- 06.07.15 – Entanet’s contact numbers updated
- 05.01.16 - Independent arbitrator changed to OS (Ombudsman Services)