

Small Business Complaints

Code of Practice

Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between TalkTalk Business and a customer.

About TalkTalk Business

TalkTalk Business (TTB) is one of the fastest growing B2B telecoms providers in the UK, serving the needs of over 180,000 business and public sector customers nationwide and working with over 600 partners. We deliver a full range of business-grade communications products and services, including Connectivity and Networking, Hosted Solutions, Mobile, Voice and IP telephone systems. We thrive on innovation, looking for ways to disrupt the market and deliver value back to our customers.

Following an investment of over £600m, TalkTalk Group operates Britain's largest Next Generation Network, with 97% coverage for broadband and voice. Built for business, its network has more than 3,000 enabled exchanges for Ethernet, EFM and Business Broadband.

With over 20 years of experience providing support to customers, from national retailers to sole traders, and with future-proof, scalable technology, dedicated support, TalkTalk Business provides a full range of connectivity products aimed at making Britain's businesses better off.

Who is covered by this Code?

This Small Business Complaints Code of Practice applies to those TTB customers who:

- + Purchase telecommunications services from us via one of our Direct channels; and
- + Are not themselves a telecommunications service provider; and
- + Employ 10 people or fewer.

What is the purpose of this Code?

This code provides:

- + Details on TTB's Small Business complaints process, including how to make a complaint; and
- + Information about the Alternative Dispute Resolution (ADR) process.

TTB Small Business Complaints Process

To make a complaint, please contact TTB Customer Services via one of the following methods:

Email: For all email enquiries please contact us at customerservices@talktalkbusiness.co.uk

Write to us at:

TalkTalk Business

The Soapworks
Ordsall Lane
Salford Quays
Manchester
M5 3TT

Phone: To contact TTB Customer Services please call **0800 083 3003**. This is a Freephone number. Lines are open between 8am and 8pm 7 days a week. Please note calls may be monitored and/or recorded for training and security purposes.

If you need specific help

We're committed to helping all customers contact us easily. If you are hearing or speech impaired, you can contact us using the **Next Generation Text Relay** or the standard **Text Relay** service. To do this dial **18001** before calling **0800 083 3003 from a text relay phone**.

If you require a copy of our Small Business Complaints Code of Practice, an outcome or ADR letter in an alternative format such as braille, large print or audio, please let us know when you make your complaint.

You can ask someone else to help make the complaint for you. However, when they contact us, we will first need you to verify that you are happy with this if they are not already a listed business contact.

How we handle your complaint

A customer service advisor will record the details of your complaint and agree a course of action with you. We aim to resolve all complaints in five working days, but due to the complex nature of some queries they may take longer to resolve than you expect.

If you are not happy with the response you receive at any point in the process, you may ask for the matter to be referred to a senior manager for further investigation.

In the event that your complaint is complex and remains unresolved after eight (8) weeks, you will be issued with a letter which gives you the right to refer your case to the Communications & Internet Services Adjudication Scheme (CISAS).

In the event we are unable to resolve your complaint we will issue a 'deadlock letter' to inform you of this position which again, gives you the right to refer your case to CISAS.

In either of the above scenarios, you have six (6) months from the date of the letter should you decide to refer your case to CISAS.

CISAS - Alternative Dispute Resolution (ADR)

TalkTalk Business is a member of CISAS which provides a free, independent service to help resolve complaints when telecommunications companies and their customers can't agree. This is known as the Alternative Dispute Resolution (ADR) service. This service provides a straightforward alternative to legal action.

CISAS' job is to investigate complaints fairly and independently review information provided by both the customer and TalkTalk Business.

CISAS will ensure that you have allowed TTB the appropriate time to resolve your query – if this isn't evident they are likely to refer the matter back to TTB for resolution.

An application to CISAS doesn't relieve you of any obligation to pay any undisputed amounts outstanding.

For details of how the scheme works and what it covers, contact CISAS by one of the following methods:

Phone: 020 7520 3827

Fax: 020 7520 3829

Email: cisas@cedr.com

Online: www.cedr.com/cisas/

Or write to:

CISAS

Centre for Effective Dispute Resolution
70 Fleet Street
London
EC4Y 1EU