

Isrighthere Ltd (IRH) Consumer Code of Practice

1. Introduction

Isrighthere Ltd is a provider of Internet, telephony and television services to the consumer and business market, and the purpose of this code is to advise you of Isrighthere Ltd' range of services, how we can be contacted and what to do if you have a complaint about our service.

2. Contact details

Our contact details are:

Isrighthere Ltd
Broadwater barn
Part Lane
Riseley
Reading. RG7 1RU

Customer Services:

To enquire about new products and services and for information about billing and payments please call:

0800 082 8826 - 9am to 5pm, Monday-Friday, or;
E-mail: info@isrighthere.com

Technical Support:

To report technical issues or request technical help please call:

0800 082 8825 - 24 hours a day, 7 days a week, or;
E-mail: support@isrighthere.com

Website:

Our website can be found at www.isrighthere.com

Please note: Calls may be monitored and recorded for training and quality assurance purposes.

3. Terms and Conditions and Prices

Isrighthere Ltd provides Broadband, Telephony and IPTV services, full details of which are available, on request, from Customer Services.

Customers can sign up for new or additional services by calling 0800 082 8826. Pricing for all our products, including call rate, is available on request from Customer Services.

All Isrighthere Ltd services are supplied on a 12 month contract basis, unless agreed otherwise on the Order Form & Service Schedule. Please read section 6 (Ending the Contract) of our Terms and Conditions for more details on cancelling your service. If you wish to terminate your agreement you must do so in writing.

4. Resolution of Complaints

Whilst we aim to deliver the highest level of customer satisfaction at all times, we acknowledge that sometimes problems may occur. If you are unhappy with 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. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable time frame.

If you have a complaint, our formal internal complaints procedure is outlined below.

4a. Contact our Customer Services team

Contact our Customer Services team between 9am and 5pm, Monday-Friday; by calling 0800 082 8826; email customer.services@isrighthere.com or by writing to us at the above address.

Your complaint will be acknowledged within 48 hours of receipt. Email messages received are responded to by a dedicated team. To avoid any delay, please do not send correspondence to individual representatives' email addresses. Your email will be acknowledged and dealt with promptly.

4b. Contact our Customer Services Manager

In the event that you feel your issue needs to be escalated, we ask that you provide our Customer Services Manager with details of your issue in writing. This gives us the opportunity to fully investigate your case, ensuring that an appropriate, informed decision is taken. As it may be necessary for the manager to call you back, please provide daytime and evening contact numbers.

4c. Arbitration

If the dispute is not resolved after the procedures above have been followed then, the Customer or IRH may elect to have the dispute settled by mediation in accordance with the procedures specified by the Centre for Dispute Resolution (CEDR). If the dispute is referred to a mediator:

- (i) the mediator will be appointed by agreement of the Customer and IRH. If the Customer and IRH fail to agree within seven days of a proposal by one party, the mediator will be appointed by CEDR; and
- (ii) all negotiations on the dispute and any agreement reached will be kept confidential.

Compensation – Refund Policy

We provide compensation on an individual customer case basis providing that customers have been using the services in accordance with our published terms and conditions.