

[Provider]

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

Ofw 248

1: Introduction	
	<p>Cleartone Communications U.K Ltd</p> <p>To provide Mobile Phone Airtime Contracts to Business and Consumers. Also the supply of handsets and accessories</p>
2: Contact details	
	<p>81 Westbury Rd, Heath Farm, Shrewsbury, SY1 3HT</p> <p>Customer service phone number(s): 01743 359870</p> <p>Customer service e-mail: sales@cleartone-communications.co.uk</p> <p>Web site: www.cleartone-communications.co.uk</p>
3: Terms and conditions, including prices and tariffs	
<i>Our services</i>	<p>The supply of tariffs as set by all 5 networks</p> <p>Terms & Conditions provided on the networks contracts</p> <p>12 month warranty on all handsets provided – repairs will be made in that period free of charge.</p>
<i>Access</i>	

	To call Cleartone who will deal with all repairs
<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>All tariffs supplied by the networks</p> <p>All up-to-date standard prices are available from our sales department on 01743 359870. .</p>
<p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p>	<p>All contract lengths are shown on the contract the customer will sign, these will vary between 12 – 24 months.</p> <p>All services are subject to a minimum of 12 months (as stated on the contract) once the contract has expired 1 months notice is required by contacting us on 01743 359870, through our website www.cleartone-communications.co.uk or by letter to 81 Westbury Rd, Heath Farm, Shrewsbury, SY1 3HT.</p>
4: Customer service	
<p><i>Compensation or refund policy</i></p>	Each claim will be dealt with on a case by case basis.
<p><i>Complaint handling process</i></p> <p>Describe in relation to public electronic communications services for domestic and small business customers.</p>	<p>At Cleartone we are committed to providing our customers an excellent level of service and will make every effort to resolve your complaint when you first contact us.</p> <p>We can be contacted on 01743 359870, through our website www.cleartone-communications.co.uk or by letter to 81 Westbury Rd, Heath Farm, Shrewsbury, SY1 3HT.</p>
<p><i>Alternative dispute resolution procedure</i></p> <p>Details of alternative dispute resolution arrangements in relation</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 Communications and Internet Services Adjudication Scheme, an independent alternative dispute resolution scheme.</p>

<p>to the provision of public electronic communications services to domestic and small business customers.</p>	<p>Communications and Internet Services Adjudication Scheme, 24 Angel Gate City Rd London EC1V 2PT</p>
<p>5: How to obtain this Code of Practice</p>	
	<p>The Code of Practice is available on request and free of charge to any domestic and small business customer. It is also available in alternative formats, e.g. Braille, large print, etc.].</p>
<p>6: Contact details of related organisations</p>	
	<p>CISAS 24 Angel Gate City Rd London EC1V 2PT Telephone 020 7421 7432 E-mail kkorubo@arbitrators.org or mekpenyong@arbitrators.org Web site: http://www.arbitrators.org/cisas/index.asp</p>
<p>7: Additional information</p>	
	<p>This Code has been approved by Ofcom for the purposes 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/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</p>