

Version 1.4

PUBLIC



Code of Practice

Version 1.4

28th March 2014

Scope

Purpose Of Document

This Code of Practice summarizes the services that Total Web Solutions Ltd provides to its customers. The Code of Practice explains the provision and support of these services including our main channels for customer contact. In addition the Code of Practice explains what you should do in the unlikely event of any of our services not meeting your expectations.

Intended Readership

All Businesses wishing to do business with Total Web Solutions Limited.

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Policy

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

1. Introduction

Total Web Solutions is an Internet Service Provider that was formed in 1995. We are primarily a business-to-business provider and supply a wide variety of Internet services.

2. Purpose of the Code

This Code of Practice summarizes the services that Total Web Solutions Ltd provide to our customers. The Code of Practice explains the provision and support of these services including our main channels for customer contact. In addition the Code of Practice explains what you should do in the unlikely event of any of our services not meeting your expectations.

Ofcom has approved this Code of Practice. Contact details for Ofcom are shown below: -

Phone: 0845 456 3000 or 0207 981 3040

Fax: 0845 456 3333

E-mail: contact@ofcom.org.uk

Post:
Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Web Site: www.ofcom.org.uk

3. How to Contact Total Web Solutions

There are four methods of contacting Total Web Solutions either by Telephone, Email, Post or by fax as detailed below: -

Department	Opening Times	Phone Number	Email Contact

Technical support	9am to 5.30pm Mon to Fri.	0844 856 0681 select option 2	support@totalwebsolutions.com
	9.00am to 12.00pm Sat		
Sales	9am to 5.30pm Mon to Fri.	0844 856 0681 select option 1	sales@totalwebsolutions.com
Accounts	9am to 5pm Mon to Fri	0844 856 0681 select option 3	accounts@totalwebsolutions.com

Our postal address is: -

Total Web Solutions Ltd
12 Riverview
The Embankment Business Park
Heaton Mersey
Stockport
Cheshire
SK4 3GN

Our Fax number is 0844 856 0682

You can also find our full contact details by visiting our web site at www.totalwebsolutions.com and follow the 'about us' links.

4. Total Web Solutions Philosophy

Our philosophy is to provide the best Internet service for your needs at a competitive market rate.

5. Range of Services

Total Web Solutions provides a wide range of Internet Services ranging from Broadband access, Web Site Hosting, Domain Registration, Email addresses, E-commerce solutions, database solutions and web design. Our primary market is small to medium size businesses.

For complete details of our services together with up-to-date prices visit our web site at www.totalwebsolutions.com

6. Customer Service

6.1 Ordering Services

The majority of our services are ordered by phone by speaking to our Sales representatives (contact details are in section 3). They will advise the best product to suit your requirements. In addition a selection of our services can be ordered online via a secure ordering system accessible from our main web site.

6.2 Payment for services.

All services require payment in advance before the service is provided. We accept the following payment methods: -

All Major Credit and Debit card, Cheque, BACS, and Direct Debit are accepted. We do not accept cash or postal orders.

Full itemisation is provided on invoices together with details of when the product will be renewed.

All products and services are made as a single supply; your account may be suspended or closed if any sum due for a product or service is unpaid or is in arrears.

6.3. Faults

Although we attempt to provide all customers with the best possible service, we cannot guarantee that products and services will never be faulty. However, we will correct all reported faults as soon as we reasonably can.

If there is a fault with your service, you should report it as soon as possible by contacting our support department using the contact details in section 3.

6.4 Complaints

To ensure that any complaints can be fully investigated and resolved satisfactorily, Total Web Solutions has a clearly defined procedure that customers should follow as shown below: -

First Step

In the first instance, we ask that customers should contact a member of staff in the relevant department. If the complaint is accounts related, an Accounts/Credit Control person should be contacted; if the complaint is support related, it should be a Technical Support person; if more general, a Sales Representative. Telephone contact numbers for various departments are detailed in section 3 of this document. The person contacted will take all relevant information regarding the complaint and will investigate thoroughly and, where possible, resolve the issue directly.

Second Step

If the issue cannot be resolved by the first step then you should ask the person you contacted in the first step that you wish to speak to their Line manager about the issue. The line manager will contact you within 24 hours to undertake further investigations. They will then report back to you within 2 working days.

Third Step

If the issue is not resolved by the Second Step then you should put in writing your complaint to the Managing Director, Total Web Solutions Ltd, 12 Riverview, The Embankment Business Park, Heaton Mersey, Stockport, Cheshire, SK4 3GN. Detailing the exact nature of your complaint, together with any evidence and people you have spoken to. The Managing Director will then respond in writing within 10 days of receipt of your letter.

Fourth Step

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 Ombudsman Services. Ombudsman Services provide a free and independent service that has been approved by the regulator Ofcom. Their job is to investigate complaints fairly by listening to both sides of the story and looking at the facts. Total Web Solutions is a member of Ombudsman Services and will abide by their ruling.

Contact details for Ombudsman Services are available from their website at this location <http://www.ombudsman-services.org/contact-us-communications.html>

Web site <http://www.ombudsman-services.org/communications.html>

6.5 Cancelling your service

If you wish to terminate your agreement with us you may do so in writing either by post or fax. Contact details are set out in section 3.

Total Web Solutions may terminate your service in the following circumstances:

- a. at any time for non-payment of any payment due;
- b. at any time and with immediate effect (without refund) if you abuse or use the service for illegal purposes or if you breach our Terms and Conditions. These can be accessed via our home page or can be obtained by contacting us as detailed in section 3

Full details regarding termination are contained in our terms and conditions of service which can be accessed via the homepage at www.totalwebsolutions.com/terms

6.6 Customer billing

We bill you in accordance with the terms that you sign up to for the service, i.e. monthly or annually. We will make available to you an invoice for all billed services. You can settle the invoice by Direct Debit, credit card, cheque, BACS or debit card.

If the product you have purchased needs to be renewed on annual basis we will send a written reminder before the renewal date giving details of the products due for renewal and the renewal charges. If you wish the service to continue uninterrupted after your renewal date you will need to arrange payment before your renewal date.

Total Web Solutions will pursue all routes available to it to recover outstanding debt. We will send out reminder letters to follow up outstanding invoices. We will send these by e-mail to your email address supplied and by mail to the address we have in your account details. We may suspend your service at any time for non-payment. We may instruct solicitors to recover outstanding debt.

6.7 Service pricing

Total Web Solutions policy is to price all products at a competitive rate for the service provided. Prices for each of our services are available via the homepage as detailed in section 3.

6.8 Fault repairing

Total Web Solutions aims to provide our customers with the best possible service; unfortunately due to the diversity of our services we cannot guarantee that products and services will never be faulty. However, we will attempt correct all reported faults as soon as we reasonably can. If you experience a problem with the service you can contact our technical support department as detailed in section 3. They will establish with you the cause of the problem. They will attempt to repair the problem if it is with our equipment. They will advise you how to repair the equipment or software if it is on your premises or will suggest who you need to contact.

6.9 Compensation or Refund

We endeavour to provide the highest availability of all our products. No Service level agreement is provided with any of our products but should a problem arise then we will consider any claims for compensation or refund. Any awards will be at the discretion of Total Web Solutions.

7. Customer Rights

7.1 Data Protection and Privacy Policy

Total Web Solutions recognises the importance of your privacy. We use personal information that we collect from customers in accordance with strict procedures. We comply with the Data Protection Legislation and are registered with the Office of the Information Commissioner. Full details of our privacy policy are available through our homepage or by writing to us.

7.2 Changes to our privacy policy

We may make changes to our privacy policy from time to time. Your continuing use of the Total Web Solutions Website and of our services indicates your agreement to the use of your personal information as set out in this privacy policy.

7.3 Terms and Conditions

Copies of the terms and conditions of service are available via the Total Web Solutions Website at www.totalwebsolutions.com/terms or by writing or emailing us as detailed in section 3.

7.4 Copies of this code

Copies of this code may be obtained by contacting us as detailed in section 3.

8. Social Responsibility

Provision for the protection or support of, and protection or support for, vulnerable groups is covered in our standard terms and conditions, which are available on our website at www.totalwebsolutions.com/terms

9. Approval and Review of Code

The code will be reviewed on a regular basis in accordance with OFCOM requirements.