

Code of Practice

Tentel's Code of Practice on Handling Complaints and Resolving Disputes for Domestic and Small Business Customers.

This code of practice does not remove any of your legal rights as a customer, nor does it form part of a contract between you and TenTel. This Code of Practice is published by TenTel Limited (referred to as TenTel in this document).



Purpose of the code

The code of practice aims to ensure best practice when we work with our customers.

The code provides:

- Information on how to contact TenTel
- Information on how to make a complaint
- Contact details for related organisations such as Ofcom, the regulator

1. How to contact us

You can contact us in any of the following ways:

By phone: 03330112321 for any and all services.

(Call costs from your landlines are charged at the applicable standard rates, please refer to your landline provider for details. Call costs from mobiles will vary, please refer to your network provider for details.)

By email: hello@tentel.co.uk or you can send a query to us via the Contact Us page on the website <http://www.tentel.co.uk/contact-us>



In writing:
TenTel LTD
2 Wester Shawfair
Shawfair Park
Edinburgh
EH22 1FD

You can also visit us at www.tentel.co.uk

2. How to complain

2.1 Complaint guidance

Whilst we pride ourselves on our customer service, we do realise that sometimes things can go wrong. The following guide will guide you on the following:

- i. How you can issue a complaint.
- ii. What we will do on the back of the complaint and when we will do it.
- iii. What you can do if the above steps do not meet your expectations.

Please understand that nothing written below is contractual, for an in depth view of our terms and conditions please visit our website - www.tentel.co.uk/terms-and-conditions

If you are not satisfied with our service, please follow these steps:

i. How you can issue a complaint

Whilst we aim to be a market leader in customer service and customer satisfaction, things can sometimes go wrong. With that in mind we do then aim to put these things right as soon as possible, depending on the nature of the complaint. You can therefore contact us in a number of ways.

Online

Please visit www.tentel.co.uk/contact-us where you will find a web form you can fill in. Please simply select 'Complaint' from the 'Type of enquiry' drop down and provide us with the details.

By letter

Please bear in mind that writing to us will naturally take longer to respond to, if you do wish to put a complaint in writing though, please provide us with your full name, address including postcode, your account number and the phone number the complaint is regarding.



If you're a residential customer, write to:

Complaints Manager
TenTel LTD
2 Wester Shawfair
Shawfair Park
Edinburgh
EH22 1FD

If you're a partner of TenTel, write to:

Partner Complaints Manager
TenTel LTD
2 Wester Shawfair
Shawfair Park
Edinburgh
EH22 1FD

We would always try to contact you by phone in the first instance where possible, if you would rather that we contact you by letter, we can do that also.

ii. What we will do on the back of the complaint and when we will do it. Our immediate concern is to see your issue resolved as soon as possible and to your satisfaction. Ideally we discuss the matter over the phone to save any of it being lost in translation, typically the most efficient way.

- If you have written to us we aim to see the complaint addressed (Not necessarily resolved), within 14 business days.
- If you sent the complaint via the web form then we aim to see the complaint addressed (Not necessarily resolved), within 7 business days.

As above, we do aim to see the issue resolved ASAP, if however the complaint relates to an issue that isn't resolvable as quickly as we would like, then we will endeavour to set you expectations with regard to on-going contact and updates relating to the issue.

iii. What you can do if the above steps do not meet your expectations
If the above steps did not resolve the complaint to your satisfaction then we are required to send you a 'Deadlock' letter. Once you receive the letter you can then forward the complaint (via the deadlock letter) to the Ombudsman Services.

Ombudsman services provides a free, independent service for customers who aren't satisfied with the final outcome of their complaints.



Ombudsman services can't deal with complaints about commercial policy (e.g. our prices or broadband availability). Nor can it deal with complaints from businesses with more than 10 employees.

If you complain to Ombudsman services, you must do so within 6 months of receiving your 'deadlock' letter. If we haven't sent you a 'deadlock' letter, you must contact Ombudsman services within 12 months of making your complaint to us.

You can contact Ombudsman Services at:

Ombudsman Services: Communications
PO Box 730
Warrington

