

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

1: Introduction

Fast4 was established in 2002 and is one of the leading Internet agencies in England. We ensure high-performance broadband and dial up solutions. Fast4 is part of the Breathe Internet Group (Breathe Internet Ltd)

2: Contact details

3rd Floor
207 Regent Street
London
W1B 3HH

Customer service phone number: 0871 424 0185

Customer service e-mail: [emailsupport @ breathe.net](mailto:emailsupport@breathe.net)

Web site: www.fast4.net

3: Terms and conditions, including prices and tariffs

Our services

Broadband Internet connections, secure website hosting and website design.

As listed, amended and updated from time to time on our website at: <http://www.fast4.net>

Access

Contact us by telephone on 0871 424 0185 or via the details on our website: <http://www.fast4.net>

Pricing information

Prices are available online at: <http://www.fast4.net> or via telephone and email (see above).

Contract conditions

Available online here: <http://www.fast4.net> - standard broadband contract period is twelve months.

Termination must be via My Account, post, or email (see above).

Available online here: <http://www.fast4.net> - standard dial up contract period is one month.

Termination must be via My Account, post, or email (see above).

4: Customer service

Compensation or refund policy

Any refunds due will be made either via Credit Card or cheque.

Complaint handling process

Contact can be made via three options, telephone, post or the Contact Us system made available within the secure My Account area, found here <http://www.fast4.net/billing.html>

The address to post a complaint to is:

Customer Service Manager

Fast.net

3rd Floor

207 Regent Street

London

W1B 3HH

All complaints will be reviewed and processed by a Customer Services Manager. If you wish to escalate any stage of the process then please ask to speak to a Director or line Manager.

Please use 0871 424 0185 in the first instance.

Alternative dispute resolution procedure

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through The Ombudsman Services, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Telephone 0330 440 1614

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

5: How to obtain this Code of Practice

This Code of Practice is published on our Web site at <http://www.fast4.net> Additional copies are available on request and free of charge to any domestic and small business customer.

6: Additional Information

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