

## Customer Complaints Code

At Cityfibre, we aim to provide the best infrastructure and connectivity service in the UK and to provide the best possible customer service to you, our partners and customers.

We acknowledge that sometimes things may go wrong and if that does happen we want to try to put them right for you as soon as we can to help us improve the service for all our customers.

This is our Customer Complaints Code, last updated in May 2020, and details how you can make a complaint and what we will do to try to resolve this for you.

### **How to make a complaint**

The fastest way to let us know if you're not happy with the service you are receiving is by contacting a member of our team in the department most relevant to your complaint. You can contact them by any of the following methods by phone or email:

#### **Provisioning Teams:**

Phone: 0330 100 3554

Email: solutionscs@enta.net

#### **Technical Service Desk:**

Phone: 0330 100 3551

Email: support@enta.net

#### **Sales:**

Phone: 0330 100 3550

Email: wholesale-sales@cityfibre.com

#### **Finance Teams:**

Phone: 0330 100 0330

Email: billing@enta.net

#### **Customer Service Desk:**

Phone: 0330 100 0330

Email: cs@enta.net

Our aim is to resolve any problems as quickly as possible, preferably during the phone call or first response via e-mail with service affecting issues treated as priorities. However, if we can't resolve your complaint there and then, we'll take all the relevant details, investigate thoroughly and get back to you with an update as soon as we can, but whatever happens during that time, we'll keep in regular contact with you.

### **If you're still not satisfied**

1. If you're not satisfied with our initial response to your complaint, please ask to speak to the Department Team Leader. The agent will log the complaint on your behalf and give you a unique reference. If your complaint is made by telephone, you will receive a call back within 4 business hours and if your complaint is made by e-mail they will aim to respond to you within 2 working days.
2. If you are unsatisfied with the resolution or explanation provided, you can ask to further escalate your complaint to the relevant Department Manager who will respond within 2 working days.
3. If you are unsatisfied with the Department Manager's response, you can request for your complaint to be escalated to the corresponding Head of Department who will respond within 2 working days of receipt.

In all the above cases, we will thoroughly investigate your complaint and provide updates at a frequency agreed with you until it is resolved. We aim to respond to all contacts at each level within 2 working days and to resolve as quickly as we can but some issues may take longer to resolve due to the level of investigation required.

4. In certain circumstances, as outlined below, you may have the right to escalate your complaint to the Ombudsman. In the rare event that the complaint remains unresolved after 8 weeks we will write to you to inform you of your right, where applicable, to refer your case to the Ombudsman. If at any point we are unable to reach a resolution to your complaint, we will issue you with a 'Deadlock' letter which will give you the right to take your complaint to the Ombudsman earlier than 8 weeks.

### **Ombudsman Services - Alternative Dispute Resolution (ADR)**

The Ombudsman Services: Communications scheme provides a free, independent service to help resolve complaints when telecommunications companies and their customers can't agree. This is known as the Alternative Dispute Resolution (ADR) service. This service provides a straightforward alternative to legal action.

The Ombudsman's job is to investigate complaints fairly, review the facts and review both the customer's and the company's side. The Ombudsman will ensure that you have allowed us appropriate time to resolve your query – if this isn't evident they are likely to refer the matter back to us for resolution. An application to the Ombudsman doesn't relieve you of any obligation to pay any undisputed amounts outstanding.

Ombudsman Services cannot deal with the following:

- Complaints about pricing or product availability
- Complaints where services are bought from a third party
- Complaints which are less than 8 weeks old unless we agree we cannot help you further or where we have issued a deadlock
- Complaints from businesses with more than 10 employees.



For details of how the scheme works and what it covers, you may contact the Ombudsman by one of the following methods:

**Phone:** 0330 440 1614

**Email:** [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

**Online:** <http://www.ombudsman-services.org/communications.html>

**Post:** Communications PO Box 730 Warrington WA4 6WU