

SMALL BUSINESS COMPLAINTS CODE

Code of Practice

Nothing in this Code of Practice detracts from your statutory or common law rights, nor does anything it contains form part of any contract between TalkTalk Business and a customer.

Who is covered by this Code?

This Small Business Complaints Code of Practice applies to those TTB customers who:

- + Purchase telecommunications services from us via one of our Direct channels; and
- + Are not themselves a telecommunications service provider; and
- + Employ 10 people or fewer.

What is the purpose of this Code?

This code provides:

- + Details on TTB's Small Business complaints process, including how to make a complaint; and
- + Information about the Alternative Dispute Resolution (ADR) process.

TTB Small Business Complaints Process

To make a complaint, please contact TTB Customer Services via one of the following methods:

Email: For all email enquiries please contact us at **customerservices@talktalkbusiness.co.uk**

Write to us at:

TalkTalk Business

The Soapworks
Ordsall Lane
Salford Quays
Manchester
M5 3TT

Phone: To contact TTB Customer Services please call **0800 083 3003**. This is a Freephone number. Lines are open between 8am and 8pm 7 days a week. Please note calls may be monitored and/or recorded for training and security purposes.

If you need specific help

We're committed to helping all customers contact us easily. If you are hearing or speech impaired, you can contact us using the **Next Generation Text Relay** or the standard **Text Relay** service, to do this dial **18001** before calling **0800 083 3003 from a text relay phone**.

If you require a copy of our Customer Complaints Code, an outcome or ADR letter in an alternative format such as braille, large print, or Audio, please let us know when you make your complaint.

You can ask someone else to help make the complaint for you. However, when they contact us, we will first need you to verify that you are happy with this if they are not already a listed business contact.

How we handle your complaint

A customer service advisor will record the details of your complaint and agree a course of action with you. We aim to resolve all complaints in five working days, but due to the complex nature of some queries they may take longer to resolve than you expect.

If you are not happy with the response you receive at any point in the process, you may ask for the matter to be referred to a senior manager for further investigation.

In the event that your complaint is complex and remains unresolved after eight (8) weeks, you will be issued with a letter which gives you the right to refer your case to CISAS (Communications & Internet Services Adjudication Scheme)

In the event we are unable to resolve your complaint we will issue a 'deadlock letter' to inform you of this position which again, gives you the right to refer your case to CISAS.

CISAS (The Communications and Internet Services Adjudication Scheme) Alternative Dispute Resolution (ADR)

TTB is a member of CISAS which 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.

CISAS' job is to investigate complaints fairly and independently review information provided by both the customer and TalkTalk Business.

CISAS will ensure that you have allowed TalkTalk Business the appropriate time to resolve your query – if this isn't evident, they are likely to refer the matter back to TTB for resolution.

An application to CISAS doesn't relieve you of any obligation to pay any undisputed amounts outstanding.

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

In writing:

100 St Paul's Churchyard
London
EC4M 8BU

Online via cisas@cedr.com

Via Telephone: 020 7520 3814