

Complaints Procedure

Rev 6 - 01/07/2009

Our mission is to provide the best ISP service in the UK both directly to our business solutions customers and via our partners to our end users. To ensure that any complaints can be fully investigated and resolved satisfactorily, Entanet has a clearly defined procedure that is readily available to all customers as follows.

Step 1

In the first instance, we ask that customers should contact a member of staff in the relevant department. If the complaint is account related, an Accounts/Credit Control adviser should be contacted; if the complaint is support related, it should be a Technical Support adviser; if more general, a Customer Services adviser. Telephone contact numbers for various departments may be found at: <http://www.enta.net/>. An adviser will take all relevant information regarding the complaint and will investigate thoroughly and, where possible, resolve the issue directly.

Step 2

In most cases, no further action will be necessary. However, if the adviser is unable to resolve the issue to your complete satisfaction, your complaint will be escalated to the department's Team Leader, who will contact you within four hours and undertake further investigation. The Team Leader will then report back to you within 48 hours.

Step 3

Customers not satisfied with the resolution or explanation provided can make a further written complaint to the relevant department's manager who will respond in writing within 14 days of receipt.

Step 4

In the event that all the above procedures have been followed and completed without eliciting an acceptable response or proposed resolution, the manager will provide the necessary instructions to enable a written complaint to be made to the Managing Director who will respond in writing within 30 days of receipt.

Step 5

As Entanet is a member of the Internet Service Providers Association, if you are not satisfied with the terms of any proposed resolution or explanation contained in the reply sent to you by Entanet's Managing Director, you will have the option of raising a case with CISAS (Communications and Internet Services Adjudication Scheme) who will act as independent arbitrator. To initiate this procedure, you should contact CISAS directly as per the details below:

CISAS
c/o The Chartered Institute of Arbitrators
12 Bloomsbury Square
London
WC1A 2LP.
Telephone: 020 7421 7444
Fax: 020 7404 4023
E-mail: cisas@arbitrators.org

If you have any queries about our formal complaints procedures, please contact our Customer Services Team on 0333 101 0000, or by writing to:

Customer Services
Entanet International Ltd
Stafford Park 6
Telford
Shropshire
TF3 3AT

Recent revision history

01.07.09 – Contact details for Entanet International Ltd updated.