

CODE OF PRACTICE

VERSION 0.2 (30TH JUNE 2005)

ABOUT BESPOKE COMPUTING LTD

Bespoke Computing Ltd is a knowledgeable and diverse computer services provider for residential and small to medium businesses (SME) throughout the UK. Our core business is to provide professional IT solutions, allowing our customers to focus on their core business.

CONTACT DETAILS

You may contact Bespoke Computing Ltd by using the following details:

Post to our registered office:	Bespoke Computing Ltd 1 Bank Farm Cottages Shrewsbury Shropshire SY3 9DQ	or our trading address:	Bespoke Computing Ltd Unit 36, BDC Stafford Park 4 Telford TF3 3BA
By telephone:	0845 004 3025		
or facsimile:	0845 004 3045		
By e-mail:	sales@bespokecomputing.com		
Our website:	http://www.bespokecomputing.com		
	or	http://www.your-internet.co.uk	

OUR SERVICES

You will find full descriptions of all the products and services available from Bespoke Computing Ltd on our web sites at the addresses provided above. If you have any queries about our range of services, please contact us by email or telephone using the details provided.

Most of our Internet related services may be ordered online. Other services are also made available by direct engagement with our sales team using the contact details provided. Full tariff information for our Internet services can be found at <http://www.your-internet.co.uk>. For complete pricing information on our other services, our sales team will be glad to provide a written quotation on request.

Payment for our Internet related services can be made using all major credit cards (except American Express), debit cards, and Direct Debit. Cheque, BACS, or Standing Order payments are only available upon prior agreement. Cash payments are not accepted. Your account and provision of service may be suspended or closed if any sum due for a product is unpaid or is in arrears.

Internet related services provided by Bespoke Computing Ltd are subject to a minimum service period of 30 days, unless otherwise stated at the time of ordering or within our terms and conditions. SDSL broadband and leased line services are subject to a minimum service period of 1 year. To terminate any provided service, 30 days notice to terminate may be served in writing to our address as provided.

Whilst Bespoke Computing Ltd will endeavour to ensure that the Internet related services are of a high quality, neither we nor any of our agents, contractors, licensees, employees or information providers involved in providing these services, give any guarantee that the Services will be uninterrupted or free from error.

In the event of any interruption or error with the Internet related services provided, Bespoke Computing Ltd will refund the cost of these services pro-rata to the duration of which the service is unavailable and where Bespoke Computing Ltd is solely responsible for the disruption caused.

CODE OF PRACTICE

VERSION 0.2 (30TH JUNE 2005)

COMPLAINTS

In the unfortunate event that our customers are not happy with any of the services provided by Bespoke Computing Ltd, we operate a clearly defined and simple two step procedure to ensure complaints can be fully investigated and resolved satisfactorily.

Step 1.

We ask that customers contact a member of staff within the relevant department of Bespoke Computing Ltd for which their complaint relates. The contact number for Bespoke Computing Ltd is provided within this document, and if you are unsure which department you need to speak to, the person answering the call will be more than happy to assist.

It is in most cases, all complaints may be dealt with at this first step. If we are unable resolve your complaint there and then, then the relevant person from within the business will return your call within 3 working days.

Step 2.

In the event that completion of the above step does not produce an acceptable response or proposed resolution, then you are invited to formalise your complaint in writing to the Managing Director of Bespoke Computing Ltd at the address provided.

If we have not resolved your complaint to your satisfaction after 12 weeks or if you have not received a letter from us saying that your complaint has reached deadlock and it relates to our Internet services, then you may make a complaint through Otelo using the details below, an independent alternative dispute resolution scheme.

OBTAINING OUR CODE OF PRACTICE

This Code of Practice is published on our web site for Internet services at <http://www.your-internet.co.uk>. Additional copies are available on request and free of charge, and special needs requirements will be handled upon request. We will endeavour to use plain English wherever possible.

RELATED ORGANISATIONS

Office of the Telecommunications Ombudsman

Postal Address: Otelo
PO Box 730
Warrington
WA4 6WU

Telephone: 0845 050 1614
or 01925 430 049

Email: enquiries@otelo.org.uk

The Internet: <http://www.otelo.org.uk>

Office of Communications

Postal Address: Ofcom
Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Telephone: 0845 456 3000
or 020 7981 3040

Email: contact@ofcom.org.uk

The Internet: <http://www.ofcom.org.uk>

ADDITIONAL INFORMATION

This Code of Practice has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.