

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

## **1: Introduction**

Breathe was established in 1999 and is one of the leading Internet agencies in England. We ensure high-performance broadband, dial up and email solutions. Breathe is the trading name of 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.breatheinternet.com](http://www.breatheinternet.com)

## **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: [www.breatheinternet.com](http://www.breatheinternet.com)

### **Access**

Contact us by telephone on 0871 424 0185 or via the details on our website:

[www.breatheinternet.com](http://www.breatheinternet.com)

### **Pricing information**

Prices are available online at: [www.breatheinternet.com](http://www.breatheinternet.com) or via telephone and email (see above).

### **Contract conditions**

Available online here: [www.breatheinternet.com](http://www.breatheinternet.com) - standard broadband contract period is twelve months.

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

Available online here: [www.breatheinternet.com](http://www.breatheinternet.com) - 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 [www.breatheinternet.com/billing.html](http://www.breatheinternet.com/billing.html)

The address to post a complaint to is:

Customer Service Manager  
Breathe Internet Limited  
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 CISAS, 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.

CISAS  
24 Angel Gate  
City Road  
London  
EC1V 2PT

Telephone 0845 1308 170

E-mail [info@cisas.org.uk](mailto:info@cisas.org.uk)

Web site: [www.cisas.org.uk](http://www.cisas.org.uk)

## **5: How to obtain this Code of Practice**

This Code of Practice is published on our Web site at [www.breatheninternet.com](http://www.breatheninternet.com). 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](http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf)