

## Miller Waite Limited

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

1: Introduction	
	<p>Miller Waite Limited is a leading provider of Information Technology and network solutions for the national (predominantly local to Cumbria) marketplace. Since our incorporation in 1994, we have successfully maintained a commitment to cutting edge networks and uncompromising product and service to all our customers.</p> <p>Miller Waite Limited is a leading virtual ISP, provides shared, managed and co-located hosting solutions for Internet and Intranet requirements of businesses of all sizes. Services also include domain name registration, email, e-commerce and database solutions and ADSL/SDSL and domestic broadband.</p> <p>Miller Waite provides bespoke hosting solutions and our technical sales consultants take on the important task of understanding the customer objectives before proposing suitable solutions. Miller Waite, one of Cumbria's most experienced computer solutions company, delivers exceptional products and consistently high levels of customer service</p>
2: Contact details	
	<p>Postal address:</p> <p>Miller Waite Ltd Unit 12 Lightburn Trading Estate Lightburn Road Ulverston LA12 7NE</p> <p>Customer service phone number:</p> <p>01229 588114</p> <p>Customer service e-mail:</p> <p>enquiries@millerwaite.com</p> <p>Web site:</p> <p>www.millerwaite.com</p>
3: Terms and conditions, including prices and tariffs	

<i>Our services</i>	You will find full descriptions of all the products and services available from <a href="http://www.millerwaite.com">www.millerwaite.com</a> . If you have any specific queries please telephone the number provided on the website or contact <a href="mailto:sales@millerwaite.com">sales@millerwaite.com</a> who will be happy to answer any query.
<i>Access</i>	Miller Waite products and services may be ordered in our computer showroom, by telephone or by email. Specified services not listed on our website are made available by direct contact with our sales team on the telephone number provided.
<i>Pricing information</i>	<p>For full tariff information contact our Accounts or Sales teams to retrieve this information.</p> <p>The following payment methods are accepted: All major credit cards (except American Express), Debit Cards, Cheque, BACS transfer, Standing Order, Direct Debit and Cash payments.</p> <p>Full itemisation is available on invoices.</p> <p>All products and services are made as a single supply; your account may be suspended or closed if any sum due for a product or service is unpaid or is in arrears</p>
<i>Cancellation</i>	Requests to cancel Miller Waite Broadband or for a Migration Authorisation Code (MAC) are accepted by email to <a href="mailto:sales@millerwaite.com">sales@millerwaite.com</a> , or in writing to the Sales Department at the address on the website. For full details relating to cancellation of Miller Waite Broadband please refer to our Broadband Migration Policy available on <a href="http://www.millerwaite.com">www.millerwaite.com</a>
<i>Contract conditions</i>	For full contract conditions please refer to our Terms and Conditions which are available on <a href="http://www.millerwaite.com">www.millerwaite.com</a> and to any service or product specific contracts or service level agreements
4: Customer service	
<i>Compensation &amp; Refund Policy</i>	<p>We cannot guarantee that Miller Waite Broadband will be free of faults or that outages will not occur, but we shall use reasonable skill and care to provide and maintain the Service.</p> <p>We will look at any claim for refund or compensation on a case by case basis.</p>

<p><i>Complaint handling process</i></p>	<p>If you should have cause to complain about our service we will endeavour to resolve the situation and you should contact our sales department on 01229 588114</p> <p>In the event that a dispute cannot be resolved you may email our complaints department at <a href="mailto:complaints@millerwaite.com">complaints@millerwaite.com</a> or write to them at our address on the website.</p>
<p><i>Alternative dispute resolution procedure</i></p>	<p>If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Otelo, 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.</p> <p>Contact details:</p> <p>Otelo PO Box 730 Warrington WA4 6WU</p> <p>Telephone 0845 050 1614 or 01925 430 049</p> <p>E-mail <a href="mailto:enquiries@otelo.org.uk">enquiries@otelo.org.uk</a></p> <p>Web site: <a href="http://www.otelo.org.uk">http:// www.otelo.org.uk</a></p>
<p>5: How to obtain this Code of Practice</p>	
	<p>This Code of Practice is published on our Web site at <a href="http://www.millerwaite.com">www.millerwaite.com</a>. Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print format.</p>
<p>6: Additional information</p>	
	<p>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 <a href="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</a></p>