

Domainmaster Ltd
F61 Waterfront Studios
1 Dock Road
London E16 1AG

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

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| 1: Introduction | Introduction |
| | <p>Domainmaster Ltd trading as Hotlinks Internet Services is a Limited company that provides Internet Services to end users, small and medium businesses and Internet Service Providers.</p> <p>The purpose of this code of practice is to inform customers of the services we offer, how they can contact Hotlinks internet services and how to make a complaint.</p> <p>Hotlinks internet Services is a member of ISPA - the Internet Service Provider's Association.</p> <p>In addition to this Code of Practice, Hotlinks Internet also abides by the ISPA Code of Practice, which can be found online at www.ispa.org.uk.</p> |
| 2: Contact details | |
| | <p>Postal address: F61, Waterfront Studios, 1 Dock Road, London E16 1AG</p> <p>Phone number: Tel: 0207 127 9800 press 1 for sales, 2 for accounts, 3 for technical</p> <p>E-mail: webmaster@hotlinks.co.uk</p> <p>Sales: sales@hotlinks.co.uk</p> <p>Support: support@hotlinks.co.uk</p> <p>Accounts: accounts@hotlinks.co.uk</p> <p>Web site: http://www.hotlinks.uk</p> <p>Our contact details can be found on our website: http://hotlinks.uk/contact-us/</p> |

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| <p>3: Terms and conditions, including prices and tariffs</p> | |
| <p><i>Our services</i></p> | <p>Our services:</p> <p>Internet access: Dialup, ADSL, Leased Lines, HotSpots</p> <p>Hosting: Domain registrations, web design, webspace, server hosting</p> <p>Telephony: Voice Over IP, Conferencing</p> <p>A full list of hotlinks internet services can be found on our website: http://www.hotlinks.uk</p> <p>Ordering products and services:</p> <p>Domain names registrations can be made online, specific packages can be discussed and ordered via our sales departments, which can be contacted, by phone or email. (See code of practice contacts section).</p> <p>Prices can be found on the website under each specific section, for packages please call our sales department. (see contacts)</p> <p>Standard conditions:</p> <p>Our standard terms and conditions can be found here: http://www.hotlinks.uk/terms.pdf or you can request them to be posted or emailed by contacting our support (see contacts)</p> |
| <p><i>Access</i></p> | <p>The customer can contact us by phone, email, letter or via the website contact form (http://hotlinks.uk/contact-us/). (See code of practice contacts section)</p> |
| <p><i>Pricing information</i></p> <p>Standard tariffs (including special discounts and special and targeted tariff schemes) should either be included, or the customer should be advised of how to obtain them.</p> | <p>All prices are in UK Pounds and subject to UK VAT:</p> <p>Pricing:</p> <p>The prices can be found on the appropriate sections of the hotlinks website http://www.hotlinks.co.uk or for specific packages are available on request from the hotlinks internet sales department which can be contacted by phone or email (see code of practice contacts section.)</p> <p>The following payment methods are accepted: All major credit cards (except American Express), Debit Card (except Visa Electron), BACS transfer and Standing Order.</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> <p>Various discounts can be discussed with our sales department (see contacts)</p> |

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| <p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p> | <p>Standard conditions:</p> <p>Our standard terms and conditions can be found here: http://www.hotlinks.uk/terms.pdf or you can request them to be posted or faxed by contacting our support (see contacts)</p> |
| <p>4: Customer service</p> | |
| <p><i>Compensation or refund policy</i></p> | <p>Although we attempt to provide all customers with the best possible service, we cannot guarantee that products and services will never be faulty. However, we will correct all reported faults as soon as we reasonably can.</p> <p>If there is a fault with your service, you should report it as soon as possible by telephoning 02071279800 or e-mailing us at support@hotlinks.co.uk</p> <p>Where applicable, information about the target time to fix faults is covered in the Service Level Agreement for the product in question.</p> <p>Compensation or refunds are considered on a case-by-case basis. The company may at its own discretion decide to refund a customer should the company believe that such refund is merited.</p> |
| <p><i>Complaint handling process</i></p> <p>Describe in relation to public electronic communications services for domestic and small business customers.</p> | <p>If you should have cause to complain about our service, please email webmaster@hotlinks.uk or send us a letter.</p> <p>Upon receipt of your complaint we will investigate and an appropriate response will be given within 7 days.</p> <p>If you have not received a reply within that time a letter should be sent out to our address (see 2. for contact details).</p> |
| <p><i>Alternative dispute resolution procedure</i></p> <p>Details of alternative dispute resolution arrangements in relation to the provision of public electronic communications services to domestic and small business customers.</p> | <p>If we have not resolved your complaint to your satisfaction after 12 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through CISAS, an independent alternative dispute resolution scheme. You can contact them here: http://www.arbitrators.org/cisas/index.asp or by email: cisas@drs-ciarb.com</p> |
| <p>5: How to obtain this Code of Practice</p> | |
| | <p>This Code of Practice is published on our Web site at www.hotlinks.co.uk/cop.pdf</p> |

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| | Additional copies are available on request and free of charge to any domestic and small business customer. |
| 6: Contact details of related organisations | |
| | <p>CISAS</p> <p>CISAS c/o Dispute Resolution Services The Chartered Institute of Arbitrators 12 Bloomsbury Square London WC1A 2LP</p> <p>Telephone 020 7421 7432</p> <p>E-mail kkorubo@arbitrators.org or mekpenyong@arbitrators.org</p> <p>Web site: http://www.arbitrators.org</p> |
| 7: Additional information | |
| | <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 http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ .</p> |