

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

<b>1: Introduction</b>	
	<p>Invomo is a PECN. It has full interconnect with BT and will terminate services on Geographic, PRS and NTS numbers.</p> <p>Invomo offers network termination services to service providers and individuals and terms are agreed by contract in each case.</p>
<b>2: Contact details</b>	
	<p>Postal address of head office:</p> <p>130 City Road London EC1V 2NW</p> <p>Customer service phone number: 0844 8888 500</p> <p>Customer service e-mail: <a href="mailto:info@invomo.com">info@invomo.com</a></p> <p>Web site: <a href="http://www.invomo.com">www.invomo.com</a></p>
<b>3: Terms and conditions, including prices and tariffs</b>	
<i>Our services</i>	<p>Invomo offers a range of termination services, from hosted applications to single 070 numbers. All contracts are agreed on a bilateral basis between Invomo and the service provider/information provider.</p>
<i>Access</i>	<p>Customers can obtain numbers direct from the portal (<a href="http://www.invomo.com">www.invomo.com</a>) or by contact with Invomo sales staff.</p>
<i>Pricing information</i>	<p>Commercials are as set out on the portal or as agreed via contract with a</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>member of the Invomo sales team.</p> <p>Outpayments and any discounts or special agreements will be discussed with the sales team and set out in schedules attached to the contract.</p>
<p><i>Contract conditions</i></p> <p>Including any relevant minimum contract period and how service can be cancelled.</p>	<p>Contracts are generally for a one year period in the first instance and can be cancelled by 90 days written notice from either party.</p>
<p><b>4: Customer service</b></p>	
<p><i>Compensation or refund policy</i></p>	<p>Complaints made by contracted parties will be considered on a case by case basis. Any claims for financial redress will be considered under the terms of the contract.</p> <p>Complaints received from members of the public about their experience of a service operating on the Invomo network will be considered. Any compensation payment deemed to be appropriate will not be in excess of any amount actually billed to the complainant by their network operator.</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 contact our customer services department on the numbers provided above.</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 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>
<b>5: How to obtain this Code of Practice</b>	
	<p>This Code of Practice is published on our Web site at <a href="http://www.invomo.com">www.invomo.com</a>. Additional copies are available on request and free of charge to any domestic and small business customer. A large print copy can be made available on request</p>
<b>6: Additional information</b>	
	<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/qce/ccodes/ccodes.pdf">http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/qce/ccodes/ccodes.pdf</a></p>