

## Code of Practice

### 1: Introduction

Airband Community Internet is an Internet service provider: providing internet services for local businesses and residents.

### 2: Contact details

Postal address: Unit 103, 79 Friar Street, Worcester, WR3 8SB

Customer Support Line: 01905 755554 (leave a message if you have a problem and your call will be returned)

Customer Sales Line: 01905 676121

Email: [office@air-band.co.uk](mailto:office@air-band.co.uk)

Web site: [www.air-band.co.uk](http://www.air-band.co.uk)

### 3: Terms and conditions, including prices and tariffs

#### *Our services*

Wireless Broadband provision.  
More details Online at <http://www.air-band.co.uk>

#### **Pricing information:**

Residential customers: from £20.00 per month

Business Customers: from £35.00 per month

Online at <http://www.air-band.co.uk>

(Priced are variable and correct at time of this code being published)

Contract conditions: One month notice

Standard conditions: One month notice

Payment in advance. Installation costs apply.

#### *Access*

Products can be ordered by downloading a form on [www.air-band.co.uk](http://www.air-band.co.uk), completing it and sending it by post to Airband Community Internet Ltd, 79 Friar Street, Worcester WR1 2NT.

Alternatively phone our sales line 0800 035 0025

#### *Pricing information*

#### **Pricing information:**

Residential customers: from £20.00 per month

Business Customers: from £40.00 per month

Online at <http://www.air-band.co.uk>

(Pricing is variable and correct at time of this code being published)

Payment in advance. Installation costs apply.

#### *Contract conditions*

Business and Residential Customers: 12 month contract.

Early Termination Charges may apply to those that terminate within the minimum contract period.

After the minimum contract period has ended all customers are subject to a 30 day cancellation period.

Services can be cancelled via sending an email to [office@air-band.co.uk](mailto:office@air-band.co.uk), or by letter to Airband Community Internet Ltd, 79 Friar Street, Worcester WR1 2NT.

### **4: Customer service**

#### *Compensation or refund policy*

We work in a fair and ethical way in ensuring that our customers receive fair and satisfactory compensation for any loss of service, we will work with individual customers to provide the agreed level of compensation or refund.

#### *Complaint handling process*

#### **Complaint handling process:**

Airband Community Internet is keen to deliver the best possible service. Should you have an issue with any aspect of our products, service or service, there are a number of ways that we can try to resolve your query. Your first course of action should be to ask to speak to us by telephone; we will try to resolve your query there and then. If no-one is able to resolve your issue, arrangements will be made for us to call you at the earliest opportunity. In the event you remain dissatisfied with the solution or explanation offered we request you raise a formal complaint by:

Writing to us, by post or by email to:

Airband Community Internet Ltd

Unit 103,

79 Friar Street,

Worcester

WR1 2NT

[office@air-band.co.uk](mailto:office@air-band.co.uk)

You are also welcome to make a formal written complaint in the first instance if you wish.

Customer services always investigate issues efficiently with a focus on customer service and a friendly attitude and approach. To help us resolve your complaint effectively, you should include the following information:

- Your address and Post Code
- A record of all related communications to/from us
- A summary of the issues you have

We will respond by email or letter, depending on the most appropriate communication method, acknowledging all written complaints within as soon as possible from receipt. We aim to resolve customer complaints as quickly as we can, however, if further investigation or correspondence is required, we will contact you as soon as possible.

*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 8 weeks has passed since you first made your complaint, please contact the ADR scheme directly.

Contact details:

CISAS  
24 Angel Gate  
City Road  
London  
EC1V 2PT.

Tel: 020 7520 3827  
Fax: 020 7520 3829  
E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)

## 5: How to obtain this Code of Practice

This Code of Practice is published on our Web site at [www.air-band.co.uk](http://www.air-band.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in large print.

## 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)