

Modern Communications Ltd's Consumer Code of Practice for Complaint Handling & Dispute Resolution – Providing reassurance for our customers

Our consumer code of practice for complaint handling & dispute resolution (Consumer Code) informs you about our products, services, and customer care policies and sets out the standards you should expect from us.

Provision of a Consumer Code is a legal requirement under the Telecommunications Act 2003 and you should check that any other communications provider you deal with also has a code.

Our Consumer Code has been approved by Ofcom, the UK telecoms regulator.

Our consumer code applies to our residential customers and small businesses (less than ten employees, volunteers or contractors) and this leaflet briefly summarises our commitments and responsibilities to you.

- We will act fairly and responsibly in all our dealings with you.
- We will help you to understand how our telephony products and services work.
- We will deal with things that go wrong quickly and sympathetically

The code sets out in detail our policies on:

- Marketing and promotions
- Our terms and conditions of business
- Cancellations
- Access to price lists
- Customers with special needs
- Faults and repairs
- Billing
- Compensation and refunds
- Complaints
- Dispute resolution

All our staff are briefed on the contents of this Code of Practice and copies are available from us free of charge on request.

For more information or to request a full copy of our consumer code of practice for complaint handling & dispute resolution:

Write to **Modern Communications Ltd** at **Kingsway House, 4th Floor, 103 Kingsway, Holborn, London, WC2B 6QX**

Or telephone on **0844 257 7777**
or from our website at www.modcomms.com

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