

CODE OF PRACTICE

Code of Practice for Complaints

Introduction

Fusion Media Networks Ltd (FMN) provides Broadband connectivity solutions to businesses across the United Kingdom .

Fusion code of practice

This Code of Practice provides a summary of FMN products, and the standards which we are committed to for delivering services to our customers. This code contains useful information on product provision and supports services, including contact details, our terms and conditions, the cancellation policy and billing.

Fusion Service

FMN provides a comprehensive range of Broadband connectivity and Broadband related services to business customers. This includes high-speed xDSL known as ADSL and SDSL. For up-to-date product and service information please refer to our website at:

<http://www.fmn.uk.net>

All FMN ADSL products currently require an existing BT telephone line. For SDSL a new line is always installed.

Pricing information

FMN will ensure that all product information will clearly state which charges are included (or in some cases, excluded). We will make all reasonable endeavours to ensure that all pricing information is accurate and up-to-date at the time of publishing.

Ordering Fusion products and services

Orders can be placed for FMN products and services by completing an order form. Order forms are available by email or post from the sales team, or they can be downloaded from the website. Orders will only be fully processed once the signed order form has been received by Fusion Media Networks Limited. As a guide it takes around 5-10 working days to activate an ADSL line, and 20-30 working days for 1:1 ADSL contended products and SDSL. SDSL activations will also require a site visit by a Telco (such as BT) engineer.

Our sales team can be contacted as follows:

Tel. 08707 709101 option 1

Email. sales@fmn.uk.net

Opening hours:

09:00 to 17:30 Monday to Friday

Contact FMN Account Managers on **0845 500 8585** or email **sales@fmn.uk.net** for more information

CODE OF PRACTICE

Fusion Media Networks (FMN) Terms and Conditions

When you select a product or service, sign and return any FMN order form you are confirming that you adhere to our standard Terms and Conditions for that product or service. You are agreeing to comply with the Fusion Terms and Conditions applicable to the purchased product or service; as well as the Fusion Acceptable User Policy.

The FMN Terms and conditions can be found here and contain the minimum contract terms periods and cancellation fees:

<http://www.fmn.uk.net/tandcs.php>

Contact details

You can contact Fusion Media Networks by telephone, fax, and email or by post.

Fusion Media Networks Ltd
33/ 41 Thamesgate House
Victoria Avenue
Southend-on-Sea
Essex SS2 6DF

Tel No. 08707 709101
Fax No. 08707 709102
Email. info@fmn.uk.net

our sales team can be contacted as follows:

Tel. 08707 709101
Email. sales@fmn.uk.net
Opening hours:
09:00 to 17:30 Monday to Friday

our support team can be contacted as follows:

Tel. 08707 709101
Email. support@fmn.uk.net
Opening hours:
09:00 to 18:00 Monday to Saturday

Further contact information and an on-line submission form can be found at:

<http://www.fmn.uk.net/contact.php>

Contact FMN Account Managers on **0845 500 8585** or email
sales@fmn.uk.net for more information

CODE OF PRACTICE

Cancellation of service

Subject to the Fusion Media Networks (FMN) Terms and Conditions, FMN customers may choose to cancel their service at any time. Depending on the type of service purchased and the length of time that the service has been active, a cancellation charge and/or a charge for the remainder of the contract period may be payable.

A 30-day cancellation period is required and all cancellation notifications should be sent via to:

Email. cancellations@fmn.uk.net

or by fax to 08707 709102

or by letter to the address listed above.

Cancellation of service can not be accepted by telephone.

Complaints Resolution

FMN strives to provide the best possible experience when using our services and products. Should you have an issue with any of our products, services or customer experience, there are a number of ways in which we can resolve your query.

If you are currently talking to our technical support department please ask to speak with a Team or Support Manager. The Team or Support Manager will try and resolve your query there and then. If a Team or Support Manager is unavailable, arrangements will be made for one to call you back at the earliest opportunity.

In the event that your query is not resolved or you remain dissatisfied, we request that you raise a formal complaint by emailing or writing to us.

Email: customerservice@fmn.uk.net

or by letter to the address listed above.

You can also make a formal written complaint in the first instance should you wish to do so.

Fusion Media Networks will respond by sending an email or letter acknowledging all written complaints within 48 hours of receipt. We aim to resolve all customer complaints within 10 working days; however if this process is lengthened due to further investigation or where correspondence is required, we shall contact you with progress updates.

If you remain dissatisfied with the response from FMN, you may request in writing (to the above address) for the matter to be escalated to a more senior level within FMN for consideration and action.

Fusion Media Networks is a member of the Communications and Internet Services Adjudication Scheme (CISAS) which is operated by the Chartered Institute of Arbitrators. CISAS is an OFCOM (Office of Communications) approved dispute resolution service.

An un-resolved complaint can be referred to CASAS twelve weeks after first making it, or if you have been issued a "deadlock" letter.

Contact FMN Account Managers on **0845 500 8585** or email
sales@fmn.uk.net for more information

CODE OF PRACTICE

CISAS will make an independent decision based on the information provided by you and Fusion. You can contact CISAS at the following address:-

CISAS
The Chartered Institute of Arbitrators
12 Bloomsbury Square
London
WC1A 2LP

Telephone 020 7421 7444
Email: kkorubo@arbitrators.org
Web site: <http://www.arbitrators.org/cisas>

OFCOM and its Role

OFCOM, the Office of Communications, is the regulatory body for the communications industry. If or if you would like more information on OFCOM's role, please contact:

Office of Communications
Riverside House
2A Southwark Bridge Road
London
SE1 9HA

Telephone 020 7981 3000

Telephone 0845 456 3000
Fax 020 7981 3333
Web site: <http://www.ofcom.org.uk/>

Publication of Code of Practice

This Code of Practice is available for viewing, and for downloading in PDF format from our web site at:

[Code of Practice \(downloadable PDF\)](#)

PLEASE NOTE: Adobe Acrobat Reader is required to read the downloaded document.

Customers may request a paper copy of this document by submitting a request via e-mail to:
customerservice@fmn.uk.net

Copies of the Code of Practice can also be made available to special-needs customers in an appropriate format if requested.

Contact FMN Account Managers on **0845 500 8585** or email
sales@fmn.uk.net for more information

CODE OF PRACTICE

Disclaimer

Fusion Media Networks (FMN) takes every care to ensure that this document is correct at the date of publishing, but accepts no liability for any errors or omissions therein. FMN products and services are continually under development and for this reason information may sometimes not be fully up to date. We therefore ask that you check our web site for the latest information or talk to our sales team.

<http://www.fmn.uk.net>

Additional information

The code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

Contact FMN Account Managers on **0845 500 8585** or email
sales@fmn.uk.net for more information

Fusion Media Networks Limited is registered in England & Wales company number 05019767.
Registered office, International House, Siskin Parkway East, Middlemarch Business Park, Coventry, CV3 4PE.
VAT Registration number GB 832 4402 57.

Tel: 0845 500 8585 **Fax:** 0845 500 8586 **Web:** www.fmn.uk.net

