

Code of Practice Regarding Complaint Handling

Updated May 2024

CritchCorp Computers Ltd is a provider of services such as Domain Names, websites, hosting, website security, Managed Services, broadband internet and telecommunication solutions for business and home customers across the UK.

The purpose of this code of practice

This guide has been developed to help you to understand the relationship you have as a customer of CritchCorp Computers Ltd. It will enable you to:

- Access summary details of our services
- Understand what you can expect from CritchCorp Computers Ltd after you have made a purchase or registered for a service
- Find out how to contact us

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

How to contact CritchCorp Computers Ltd

Customer Services & Sales	
Phone	0800 612 1029
Website	https://www.cc-computers.com/
Email	customer.services@cc-computers.com

Our Customer Services department is usually open Monday to Friday from 10am to 14:00pm. We are closed on weekends and bank holidays. Calls are free from a landline and most mobiles. Tickets can be submitted 24 hours a day 7 days a week, however we do not guarantee a response outside of normal working times.

Accounts Department	
Phone	01344 98 98 97
Website	https://store.cc-computers.com/
Email	accounts@cc-computers.com

Our Accounts department is open Monday to Friday from 10am to 14:00pm. We are closed on weekends and bank holidays. Calls are charged at local rate.

Account Cancellations

To cancel your account/service(s), It is best to use your account and cancel each service as required. You may also call or email quoting your account username. We will require all cancellation requests, received via phone, to be submitted as a written request in the form of an email or if you cannot access the Internet send the same details in a letter to our main office address shown. You can also cancel individual services from your account at <https://store.cc-computers.com>.

Phone: 01344 98 98 97

Email: accounts@cc-computers.com

CritchCorp Computers Ltd

132 – 134 Great Ancoats Street

Manchester

Most of CritchCorp Computers Ltd.'s services do not have a minimum contract period but for those that do, we would be happy to discuss your requirements. A summary of our minimum service contract periods are:

- Shared Hosting: 1 Month
- Dedicated Servers: 1 Month
- Virtual Services: 1 Month
- ADSL Internet: 1 Month (NLA)
- FTTC Internet: 12 Months (NLA)
- SoGEA Internet: 12 Months
- FTTP Internet: 12 Months
- PSTN Line Rental: 1 Month (NLA)
- VoIP Accounts: 1 Month
- ISDN 2 Line Rental: 12 Months (NLA)
- ISDN 30 Line Rental: 12 Months (NLA)
- Leased Line Rental: 12 Months

All services can have a promotional offer with a different minimum term. These terms apply unless otherwise stated. Most services will have tariffs with a longer term on them. The above is the absolute minimums. Contracts will usually be 12 months, 18 months or 24 months, with some Leased Lines able to have contracts up to 5 years. Minimum contracts will usually work out more expensive per months. Services with (NLA) next to them are being phased out by Open Reach. These are now not available in most locations and will all be gone by December 2025. Under current regulations we are not allowed to sell these services, even if they are available in your location, if there is another current service available.

Some services take a little time to cancel, as they require us to work with special industry processes (such as ADSL). When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. During this period, you remain liable for the costs of any services we provide, whether you use it or not. Usual cancellation will require 30 days' notice.

You may also have entered in to a longer-term contract for preferential pricing and those contracts will usually be 1, 2, 3 or 5 years. You will be bound by those contracts as we will be bound by contract to our suppliers (such as Leased Lines). Cancelling a contract before the minimum term will incur additional charges up to the contract maximum, usually a pro-rata amount will be charged to cover costs. You can request a quote for early termination to ensure you are aware of all charges incurred before cancelling a fixed term contract.

Disconnections and cancellation of services

We reserve the right to suspend or cancel your service within the contracted timescales - for example, if you do not pay your bill. You will still be liable for all costs involved and more costs may be added in the recovery of such costs. If you are in difficulty paying your bills, you must get in contact as early as possible, so that we can understand your situation and help to make the right choice for you.

Complaints

If you would like to register a complaint, here are a number of different ways you can contact us:

By support ticket from your account at <https://store.cc-computers.com/>

By Email: You can e-mail us your complaint via customer.services@cc-computers.com.

By Phone: You can contact the Customer Care team directly on 0800 612 1029 from 9am to 5:30pm. We are closed on weekends and bank holidays.

By fax: If you prefer to put the complaint in writing, you can send it via fax to 01344 567 111

What happens once we receive your complaint?

We will acknowledge all complaints received by Ticket, fax or e-mail within 24 working hours of receiving your complaint.

Order processing

All services can be ordered online via our website (members.cc-computers.com), or simply by calling our customer services team on 0800 612 1029. The time it takes to setup can vary depending on the service purchased. We will aim to confirm all new orders by email within 4 hours during normal office hours (Monday – Friday 9am to 5:30pm, excluding bank holidays).

Pricing

Up-to-date prices for our products and services are always available on our website (members.cc-computers.com or store.cc-computers.com) or by calling our customer services team on 0800 612 1029. We can sometimes give you custom pricing and you can find out about our online special offers, vouchers and discounts by visiting the relevant site. There is a specials page in the menu at the top of the site.

Billing

We currently accept the following payment methods:

- Credit / Debit Card
- PayPal
- BACS (Only with approval on members site)
- Cheque (Approval required, additional fees may apply)

Please note that all services can only be activated after payment is complete. If you use a payment method that requires any manual input, then this will delay your service commencement.

Fault Repair

Faults can be reported around the clock via email at support@cc-computers.com or through the control panel via a support ticket (<https://store.cc-computers.com/>). To report a fault to one of our representatives please call 0800 612 1029 during office hours. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 9am to 4:30pm, excluding bank holidays). Faults can occur on our Network, or another operator's network, as well as your own equipment. You can check for service affecting faults with our servers and our suppliers via the announcements at <https://members.cc-computers.com/news>.

If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault. Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair.

We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you. If your equipment inside your premises is found to be the cause this can result in additional charges to you, even if the equipment was supplied by us in the first instance. (Excludes Leased Line Routers). In all cases on-site checks and fault finding must be carried out in order to prevent unnecessary charges. Failure to complete as instructed and causing additional charges, will be billed to you.

Privacy

We take your privacy very seriously and we strictly follow the procedures laid down by the Data Protection Act of 1984, 1998 and 2018 (inc. EU GDPR) to protect all user information. Our Privacy Policy sets out the personal information we collect about you and describes how we may use that information. No customer information will be intentionally used or distributed outside of CritchCorp Computers Ltd, unless required to provide you with our services. We will only share data that is required and with companies that share our philosophy for data privacy and obey the principles of the EU GDPR. We have a strict policy of not selling customer details to outside marketing agencies. Our privacy policy also contains details of how you can opt in and out of receiving our marketing information.

Access to our Code of Practice

Customers can access this code of practice from our website (<https://www.cc-computers.com/legaldocs/cc-code-of-practice.pdf>) or by requesting a copy to be emailed or posted (additional charges may apply) to them.

Data Protection

We strictly follow the procedures laid down by the Data Protection Acts of 1984, 1998 and 2018 to protect all user information and with the EU GDPR for all clients in Europe.

General philosophy

CritchCorp Computers Ltd is a private limited company offering managed and unmanaged services for business user home users. We also have an online store that sells at retail and wholesale providing products.

Our services range in very broad terms consists of:

- Broadband (SoGEA, FTTP, and leased line Internet connectivity)
- Telecoms (SIP trunks and VoIP accounts, SMS and Fax to email)
- Hosting (shared, cloud, virtual and dedicated servers)
- Domain Names
- Website Security Services (SSL, Virus/Malware website Scanning and Spam/Virus email scanning)
- Online Backup
- Cloud Services
- IT hardware & software
- IT Network support
- Online Support

Customers of CritchCorp Computers Ltd can take advantage of our world class technical support with emails answered in minutes and telephone calls answered in seconds. Through the automation of a control panel, a large number of customers can configure their packages at any time or day or night, anywhere in the world, without the need to 'submit requests' for an operations engineer to action the request for them, allowing us to concentrate on improving the service further and focusing on new projects.

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

The code will be regularly reviewed in line with Ofcom's requirements. We value all feedback from our clients to this code of practice. Please email you comments to support@cc-computers.com.

Contacting related organisations

Office of Communications (Ofcom)

Ofcom Contact Centre

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

Tel: 020 7981 3040

Fax: 020 7981 3334

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk