



## Introduction

Tatton Tech is an independent Internet Service Provider that delivers broadband and associated digital products to our customers. We take our responsibility for the services delivered to you with the highest regard and we will maintain the most effective relationship with our suppliers to ensure that any problems with their services is resolved swiftly.

## Our Commitment

This Code informs you about our products, services, and customer care policies which are regularly updated and are published on our website [www.tattontech.co.uk](http://www.tattontech.co.uk). At Tatton Tech we work to all relevant laws and regulations. We are committed to giving you excellent customer service throughout your contact with Tatton Tech. we have a thorough and stringent selection process When using services from wholesale providers, to ensure our high standards are maintained. We take all reasonable steps so we are satisfied that the services supplied meet your requirements.

If you wish to be supplied a hard copy, free of charge or a copy with larger print please request them via the contact details below.

## Contact Details

Our Customer Service Team can be contacted via the following ways:

- Via our website [www.tattontech.co.uk](http://www.tattontech.co.uk)
- By phone on 01565 748977. Our core office hours are 8.30am until 5.30pm Monday-Friday
- By email [info@tattontech.co.uk](mailto:info@tattontech.co.uk)
- By letter Tatton Tech, The Estate Office, Arden Park, Ashley Cheshire WA14 3SF

## Products & Services

We provide the following products and services:

- Fixed Wireless Broadband
- 4G Wireless Broadband
- Pop Up or Temporary 4G Wireless Broadband
- Fibre to the Premises Broadband
- CCTV Solutions
- Digital Security Access Solutions
- Digital Parental Control Solutions
- Voice over the Internet (VOIP) Phone Solutions

Our customers are provided a bespoke solution depending on their data requirements and the infrastructure survey. For more details on any of our products



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and services, or to place an order immediately, please contact our Customer Service Team on 01565 748977 or see our website [www.tattontech.co.uk](http://www.tattontech.co.uk)

### Pricing

Our latest pricing structure is available on our website [www.tattontech.co.uk](http://www.tattontech.co.uk) and via our customer services team on 01565 748977. As many of services provided are a bespoke solution, we may need to provide individual process dependent on the customer need. You will be informed in advance if we plan to change the pricing structure on your products and services. Please also refer to our T&Cs also available on the website [www.tattontech.co.uk](http://www.tattontech.co.uk).

### Payments

You can choose to pay us via a range of solutions including direct debit, credit card, cheque and 'quick pay'. How you pay will be agreed at the start of your contract but you may change your payment method at any time by contacting our customer services team on 01565 748977.

If you have difficulty paying your bill, please contact the customer services team on 01565 748977 and we will try to arrange a different method of payment. We will endeavour to help our customers in paying their bills on time and avoid disconnection. Please also refer to our T&Cs also available on the website [www.tattontech.co.uk](http://www.tattontech.co.uk).

### Moving

If you are moving home or office, you will need to inform our customer services team on 01565 748977 no later than 30 days before your move date. We will amend your account and billing requirements as necessary.

### Terms & Conditions

Once you purchase a Tatton Tech product or service, we will send out our T&Cs. They will also be available on the website at [www.tattontech.co.uk](http://www.tattontech.co.uk). A credit check may be carried out on any customers as part of our assessment process. The minimum contract terms for our services is 18 – 36 months depending on the service provided. This detail will be clarified in the welcome letter when the provision of services commences. We aim to provide services within 14 working days of your original request. Please refer to our T&Cs for further details.

### Cancellation

If you decide to cancel your order or agreement during the cooling off period, you may do so. Should you wish to cancel the Service after this period or after it has gone live, we will charge you a fee set out in the T&Cs. After the minimum terms you can cancel your contract by contacting the customer services team on [info@tattontech.co.uk](mailto:info@tattontech.co.uk) or calling 01565 748977 after giving 30 days' notice.



## **Repairs & Faults**

We aim to supply a continuous and high quality service to your property, but at times the network may be interrupted at times. Please call our Customer Services Team on 01565 748977 . We aim to have this investigated and repaired within three working days. If you experience a total loss of service for an extended period you may be entitled to compensation. Please see the T&Cs for more detail.

## **Complaints**

Whilst we make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us you have the right to complain. All customer complaints are taken very seriously and we aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team 01565 748977. During any discussions we will protect the privacy of the information that we hold on you. Therefore we will have to ask questions to confirm your identity. You may also send your complaint to us in writing at Tatton Tech, The Estate Office, Arden Park, Ashley, Cheshire WA14 3SF.

We will try to resolve your complaint quickly and efficiently as possible, and we aim to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company. If we cannot resolve the problem, we will write to you to say so.

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from The Centre for Effective Dispute Resolution (CEDR), 70, Fleet Street, London EC4Y 1EU. CEDR is an independent organisation which is approved by Ofcom to provide independent alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers.