

Code of Practice

1. About Us

Established in 2010, Chicane Internet is a well established Internet Service Provider in the UK and supplies leased lines, fixed line services and broadband connections. The company is a highly respected and successful ISP with a reputation for consistently high quality service. In 2020 Chicane Internet Ltd. began trading as ChicaneConnect

ChicaneConnect provides a full range of high quality services to predominantly business users, from the latest in high speed DSL Broadband Internet access to Hosted Telephony solutions built around our own OpenSource derived application development.

Additional services include ISDN Network connection, permanent Leased Line connectivity, Integrated systems and Virtual Private Networking.

2. The purpose of the Code

The purpose of this Code of Practice is to provide full information about your relationship with us.

3. Contact details

Our contact details can be found at <https://www.chicaneconnect.co.uk/contact-us/>
Chicane Internet is regulated by OFCOM (<http://www.ofcom.org.uk/>) whose contact details are as follows:

Ofcom Contact Centre

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

Tel: 020 7981 3040

E-mail: contact@ofcom.org.uk

4. General philosophy

Chicane's mission is quite simply "to provide practical business applications utilising Internet and Cloud services in the UK".

5. Range of services

You will find full descriptions of all the products and services available from Chicane Internet at: <https://www.chicaneconnect.co.uk>.

You may purchase services directly from Chicane, or through our Partner channel. You can find further information about the Chicane Partner Programme at: <https://www.chicaneconnect.co.uk/partners/>

6. Customer Service

6.1. Ordering Products and Services

Most Chicane services may be ordered online at <https://store.chicaneconnect.co.uk/> Specified services are also made available by direct contact with our sales team on the telephone numbers provided.

6.2. Charges

Full tariff information can be found at <https://www.chicaneconnect.co.uk/> and in our terms and conditions <https://www.chicaneconnect.co.uk/terms-and-conditions/> Customers can also contact our Accounts or Sales teams to retrieve this information.

The following payment methods are accepted for Single payment items: All major credit cards (except American Express), Debit Card (except Visa Electron).

Regular subscriptions are processed by Direct Debit, Cash payments are not accepted.

Full itemisation is available on invoices.

All products and services are made as a single supply; your account may be suspended or closed if any sum due for a product or service is unpaid or is in arrears.

6.3. Faults

Although we attempt to provide all customers with the best possible service, we can not guarantee that products and services will never be faulty. However, we will correct all reported faults as soon as we reasonably can.

If there is a fault with your service, you should report it as soon as possible by telephoning 01706 902 001 or e-mailing us at support@chicaneconnect.co.uk.

Where applicable, information about the target time to fix faults is covered in the Service Level Agreement for the product in question.

6.4. Complaints

Chicane's complaint handling process can be found at <https://www.chicaneconnect.co.uk/complaints>
In the event that a dispute can not be resolved through the normal complaints procedure, complaints will be referred to our Dispute resolution process. We are registered with the ombudsman complaints service and abide by their dispute resolution process as detailed at <https://www.ombudsman-services.org/>

6.5. Terminating contracts

We reserve the right to disconnect or suspend services in accordance with our terms and conditions, which can be found at <https://www.chicaneconnect.co.uk/terms-and-conditions/>

Customers have the ability to cancel services and should notify us of a service cancellation in writing (fax/letter/email). Minimum term details and notification periods can be found in our terms and conditions <https://www.chicaneconnect.co.uk/terms-and-conditions/>

7. Your rights/obligations

General terms and conditions can be found at <https://www.chicaneconnect.co.uk/terms-and-conditions/> and product-specific terms and conditions can be found at the link on the Web page relating to the product.

You can find details on how we handle Data Protection in our terms and conditions (see above).

8. Communication with customers

Details on how we communicate with customers can be found in our terms and conditions.

Chicane adheres to marketing /sales guidance dictated by OFCOM.

We will make all legal documents available (including this Code of Practice) via the Web, in hard-copy paper format on request, and we will cater for special needs requirements on request.

We will endeavor to use plain English wherever possible.

9. Social Responsibility

Provision for the protection or support of, and protection or support for, vulnerable groups - e.g. minors, disabled and elderly consumers - and our policy regarding malicious calls, is covered in our Acceptable Use Policy which can be found at: <https://www.chicaneconnect.co.uk/>

10. Approval and Review of Code(s)

The code will be reviewed on a regular basis in accordance with OFCOM requirements.