

Dispute Resolution Statement

SHINE NETWORKS is a UK based, privately owned, limited company that delivers communication services to domestic and business customers in the UK. While Shine Networks may not provide all the component parts of our services, we do take responsibility for the services we provide to you. As such, we will liaise with our suppliers to ensure that any problems with their services are resolved as soon as possible.

We want all our customers to be happy with the level of service, and the products they receive from us. However, despite our best efforts, on rare occasions things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our support team using one of the following:

Telephone	0800 254 55 44
Fax	0800 254 55 99
E-mail	support@shinenetworks.net
Post	Langstone Technology Park, Havant, Hampshire, PO9 1SA

If you choose to telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line if possible. If your complaint cannot be resolved on the telephone or if further more in depth information is required, our adviser may ask you to elaborate in writing, ideally via email.

If you make your initial complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, keeping you informed through the process. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible.

If you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 10 weeks from the date you first contacted us to complain and the investigation is not currently ongoing due to reasonable reasons, or if you have received a letter from us saying that your complaint

has reached "deadlock", then you may ask for help from:

The Communication and Internet Services Adjudication Scheme (CISAS):

24 Angel Gate, City Road, London, EC1V 2PT

Telephone 020 7520 3827

Fax 020 7520 3829

E-mail info@cisas.org.uk

Website <http://www.cisas.org.uk>

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services aim to sort out disputes between communications providers and their consumer and small business customers (9 or less workers). Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before making a decision and recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.