



## CODE OF PRACTICE FOR CUSTOMER COMPLAINTS FOR UK

### 1. Introduction

This Code of Practice for Customer Complaints (“the Code”) gives you clear and useful information about what you can do if you have a problem or you are not happy with the service provided by Fon.

Your complaints are important for us, because give us a chance to improve our service to you and future users.

Remember that the information provided in the Code is not contractual and is in addition to any other rights you may have under the “Terms of Use of Fon” published in our website <http://corp.fon.com/legal/terms-of-use>

### 2. Contact details

If you have a complaint, you can contact us by letter, email or phone as follows:

#### **By email:**

You can contact Fon’s Customer Care Service by e-mail:

Customer service e-mail:  
[support@fon.com](mailto:support@fon.com)

#### **By phone:**

You can contact Fon’s Customer Care Service by phone:

Customer service phone number(s):  
0333-344-2347

This line is open 24 hours a day seven days a week. This line is non-geographical number with call charges identical to traditional geographical call rate.

#### **By letter:**

Please send us a letter to the following address, make sure you include all the necessary information (name, address, telephone number) in order to give you a prompt answer:

Postal address of major office:  
FON WIRELESS, Ltd  
25 Farringdon Street, London, EC4A 4AB,  
United Kingdom

#### **By Twitter**

You can contact Fon’s Customer Care Service via twitter:



Fon customer care Twitter account:

<https://twitter.com/FonCare>

### **3. Time-limit for responding**

Our customer service advisers will try to sort the issue/complaint out as fully as we can within two (2) working days to respond a complaint by e-mail and ten (10) working days to respond a letter.

If our adviser hasn't been able to help and hasn't already offered to refer things to a manager, please ask for one of our team managers to review your complaint to investigate further.

### **4. Alternative dispute resolution procedure**

If Fon has not resolved the complaint to your satisfaction after twelve (12) weeks or if you have received a letter from Fon indicating that your complaint has reached a 'deadlock' status, you may make a complaint through CISAS, an independent alternative dispute resolution scheme whose contact details are listed below. Fon can provide you with further details of this service if you contact Fon's Customer Care Services by email at [support@fon.com](mailto:support@fon.com)

### **5. Contact details for CISAS**

CISAS  
24 Angel Gate  
City Road  
London  
EC1V 2PT  
Telephone 020 7520 3827  
Fax 020 7520 3829  
E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)  
Web site: <http://www.cisas.org.uk/>

### **6. How to obtain this Code of Practice**

This Code of Practice is published on our Web site at [www.fon.com](http://www.fon.com). Alternatively, for an electronic copy please contact us at [support@fon.com](mailto:support@fon.com)

If you like a copy of this Code in Braille, large print or audio CD, please contact us at [support@fon.com](mailto:support@fon.com)