



Code of Practice

Version: 2.0

Last Updated: 10/11/2024

Auxilio IT Ltd is a provider of communication services, supplying hosting, Internet and telecommunication solutions for residential and business 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 Auxilio IT Ltd. It will enable you to:

- Access summary details of our services
- Understand what you can expect from Auxilio IT Ltd after you have made a purchase or registered for a service
- Contact details for alternative complaint bodies
- 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 Auxilio IT Ltd

Customer Services	
Phone	01603 399653
Live Chat	https://www.auxilio-it.co.uk
Email	Customer.support@auxilio-it.co.uk

Billing & Accounts	
Phone	01603 399653
Live Chat	https://www.auxilio-it.co.uk
Email	customer.billing@auxilio-it.co.uk

Sales	
Phone	01603 399653
Live Chat	https://www.auxilio-it.co.uk
Email	hello@auxilio-it.co.uk

All our departments are open Monday to Friday 9AM to 5PM. We are closed on weekends and bank holidays. Calls are charged at local rate.

Account Cancellations

To cancel your account please either call or email quoting your account username. We will require all cancellation requests 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.

Phone: 01603 399653 Email: customer.support@auxilio-it.co.uk

Cancellations

18 Lord Nelson Drive
Norwich, Norfolk
NR5 0UE

Most of Auxilio IT 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 service contract periods are:

- Shared Hosting: Anytime
- Dedicated Servers: Anytime
- VoIP Telephony: Anytime
- ADSL Internet: 1 Month
- FTTC Internet: 12 Months

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we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn.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.

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.

Complaints

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

By Email: You can e-mail us your complaint via customer.support@auxilio-it.co.uk.

By Phone: You can contact the Customer Care team directly on 01603 399653 from 9am to 5pm. We are closed on weekends and bank holidays.

By Letter: If you prefer to put the complaint in writing, you can send it to the following address:

Complaints
Auxilio IT Ltd
18 Lord Nelson Drive
Norwich, Norfolk
NR5 0UE

What happens once we receive your complaint?

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

Dispute resolution

If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Communications Ombudsman, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively, if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Communications Ombudsman

P.O. Box 730

Warrington WA4 6WU

Phone: 0330 440 1614

Email: enquiry@commsombudsman.org

Website: <https://www.commsombudsman.org/>

Order processing

All services can be ordered online via our website, or simply by calling our customer services team on 01603 399653. 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 5pm, excluding bank holidays).

Vulnerable and Disabled Customers

Auxilio IT Ltd is committed to helping wherever possible. If you have any special requirements that requires alternative arrangements or support from us, please contact us or discuss during the order process. E.g. engineer on-site to support installation, back-up 4G connectivity, backup power.

Pricing

Up-to-date prices for our products and services are always available on our website (www.auxilio-it.co.uk) or by calling our customer services team on 01603 399653.

Billing

We currently accept the following payment methods:

- Credit / Debit Card (Preferred)
- Direct Debit BACS

Fault Repair

Faults can be reported around the clock via email at customer.support@auxilio-it.co.uk To report a fault to one of our representatives please call 01603 399653 during office hours. However, unless

otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 9am to 5pm, excluding bank holidays). Faults can occur on our Network, or another operator's network, as well as your own equipment.

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.

Porting Numbers

Auxilio IT Ltd can port most numbers from other providers. We will endeavour to port numbers as soon as possible, or as scheduled with you. This service relies on the co-operation of third-parties, specifically the losing provider.

Privacy

We take your privacy very seriously and we strictly follow the procedures laid down by the General Data Protection Regulation (GDPR) and Data Protection Act 2018 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 Auxilio IT Ltd, and we have a strict policy of not selling customer details to outside marketing agencies without your permission to do so. 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.auxilio-it.co.uk/code-of-practice>) or by requesting a copy to be posted or emailed to them.

Data Protection

We strictly follow the procedures laid down by the General Data Protection Regulation (GDPR) and Data Protection Act 2018 to protect all user information.

General philosophy

Auxilio IT Ltd is a private limited company offering advanced Internet communications for both the home and business user, whatever their needs.

Our product range in very broad terms consists of:

- Broadband (ADSL, FTTC, and leased line Internet connectivity)

- Telecoms (Line rental and phone calls)
- Hosting (shared and dedicated servers)

Customers of Auxilio IT 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 services to this code of practice. Please email you comments to hello@auxilio-it.co.uk.

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

Communications Ombudsman

Communications Ombudsman
P.O. Box 730
Warrington WA4 6WU

Tel: 0330 440 1614

Email: enquiry@commsombudsman.org

Website: www.commsombudsman.org