

Talk and Broadband

Our Customer Complaints Code

Introduction

Sometimes problems happen. If they do, let us know so we can work with you to sort them out.

What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please phone us.

For complaints on our talk service, call us on **0800 294 4720**.

For complaints about our broadband service, call us on **0800 294 4721**.

If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If we cannot do this, we will keep you informed about how long we expect to take to sort the matter out for you. If you are still not satisfied, please ask to speak to a manager.

If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 10 working days. The address to write to is:

Talk/Broadband customer service, PO Box 360, Portsmouth, PO6 2YJ

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen to someone else.

Independent dispute resolution

We are a member of Ombudsman services: Communications (the Ombudsman). This is an independent dispute resolution service approved by the industry regulator for dealing with unresolved complaints from domestic or small business customers. If you are still unhappy 8 weeks after you have given us the chance to sort out your complaint, you can refer the matter to the Ombudsman.

We may agree with you earlier than this that you can refer your complaint to the Ombudsman, if we cannot sort the matter out for you. In this case, we would issue a "deadlock letter", which allows the Ombudsman to look at your complaint earlier than 8 weeks after you have raised it with us.

Their contact details are:

Post: Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Phone: 0330 440 1614

Textphone: 0330 440 1600

Fax: 0330 440 1615

Website: www.os-communications.org

E-mail: enquiries@os-communications.org

Other information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure telecommunications companies meet their obligations under telecoms and competition laws and regulations.

Their contact details are:

Post: Office of Communications
Riverside House
2A Southwark Bridge Road
London SE1 9HA

Phone: 0300 123 3333 or 020 7981 3040

Textphone: 020 7981 3043

Fax: 020 7981 3333

Website: www.ofcom.org.uk

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