



# Melbourne's Dispute Handling Process and Code of Practice

We like to look after our customers. That's why 97% of our customers say they'd recommend us. However, in the very unlikely that it goes wrong, here's what to do, and how we'll deal with it.

## About Melbourne

Melbourne Server Hosting Ltd provides Server Hosting to both Business and Residential customers.

Our Registered office is at:

Melbourne Server Hosting Ltd  
Turing House  
Archway  
Manchester M15 5RL

Telephone: 0161 232 0001

Email: [inbox@melbourne.co.uk](mailto:inbox@melbourne.co.uk)

Web site: [www.melbourne.co.uk](http://www.melbourne.co.uk)

Melbourne Server Hosting Ltd is registered in England. Our Company Registration Number: 4091836.

## About this Code of Practice

This Code of Practice describes the products and services, which we supply for our customers, and contains information regarding the services and their provision. It gives information on how to contact us regarding any of our services and our disputes procedure.

Melbourne aims to provide a high standard of Customer Service and to deal with any complaints in a fair and transparent manner. Below you will find the details of how to lodge a complaint in the event that you feel we have failed to meet the standards that you the customer expect.

Melbourne is a member of the Internet Service Providers Association (ISPA) and has agreed to abide by its Code of Practice.

#### Postal Address

Turing House, Archway, Manchester, M15 5RL

#### Phone us

0161 232 0001

#### Fax Us

0161 232 9125

#### Email us

[inbox@melbourne.co.uk](mailto:inbox@melbourne.co.uk)

#### Visit our website

[www.melbourne.co.uk](http://www.melbourne.co.uk)



## Pricing Information

You will find full details of our pricing information on our website: [www.melbourne.co.uk](http://www.melbourne.co.uk)

Prices shown on our website are quoted without VAT which is added at the current rate (17.5% as at the issue of this Code of Practice).

Some of the services offered by Melbourne can be purchased through our online ordering service. Others require completion of forms, which our Sales Team will take you through and ensure speedy dispatch of relevant paperwork.

Any data collected during the ordering process will only be used by Melbourne for the provision of the service required, billing and contact purposes.

All of our standard packages are subject to 1-year contracts with the exception of in-stock dedicated servers, and also our UltraVM virtual servers, which have a 30 day minimum contract length. All contracts can be cancelled after this initial period by giving us 30 days written notice.

## Invoicing Details

Invoices are issued in advance for any services ordered from Melbourne and payment can be made in the following ways:

- Credit or debit card, either a one-off or recurring payment, which can be setup at time of order, or made via our website.
- Direct debit, which can be setup at the time of order, or by contacting our accounts team.
- BACS or Standing Order

In the case of a query we ask that you contact our Accounts Team or your Account Manager on 0161 232 0001. We aim to settle the problem whilst we are talking to you; if this is not possible and further investigation is required we will keep in contact with you and advise you as soon as the problem is resolved, at which time we will either credit the invoice or allocate a refund to your account, if applicable.

In the case of refusal to pay any invoices due or late payment of invoices, Melbourne reserves the right to suspend services, in line with our current terms and conditions. In the event of late payment we will attempt to contact you by Email and Telephone prior to suspension.

Melbourne reserves the right to refuse reconnection to any services should you have been disconnected through non-payment of outstanding invoices.

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## Technical Support Team Contact Details

Melbourne provides a Technical Support help line 24 hours a day 7 days a week which can be accessed by raising a ticket through our support centre at <https://support.melbourne.co.uk>, or by phone on 0161 232 0125. Tickets will be replied to in line with the Service Level Agreement (SLA) applicable to your service.

Our Sales and Accounts staff can be contacted on working days between the hours of 09.00 to 17.00 by email: [inbox@melbourne.co.uk](mailto:inbox@melbourne.co.uk) or by phone 0161 232 0001.

## Complaints Procedure

If you should have cause to complain about any services supplied by Melbourne please contact your Dedicated Account Manager or any member of Technical Support Team on 0161 232 0001, by email to [inbox@melbourne.co.uk](mailto:inbox@melbourne.co.uk) or alternatively in writing to our registered office address.

If this does not resolve your dispute then please address your complaint to:

Daniel Keighron-Foster  
Managing Director  
Melbourne  
Turing House  
Archway  
Manchester M15 5RL

Email: [daniel@melbourne.co.uk](mailto:daniel@melbourne.co.uk)

Melbourne will address all complaints within 5 working days and will provide an explanation or an update with regards to the problem as appropriate. We will keep you informed at all times of our progress with regards to the matter.

## 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 CISAS 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:

CISAS (Communications and Internet Services Adjudication Scheme) managed by The Chartered Institute of Arbitrators.

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CISAS  
24 Angel Gate  
City Road  
London  
EC1V 2PT

Telephone: 0845 1308 170

E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)

Web Site: [www.cisas.org.uk](http://www.cisas.org.uk)

This Code of Practice is published on our Web site at: [www.melbourne.co.uk](http://www.melbourne.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer.

This document is reviewed at regular intervals as required by the regulator. On review the latest version will immediately be published and will be available on our website.

For your information the phone number for the Ofcom Contact Centre is: 020 7981 3040

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