



Loho Ltd Code of Practice

Introduction

Loho Ltd (Loho) is a provider of internet services (including telephony services) and consultancy to UK businesses.

The purpose of this Code of Practice is to inform clients as to the range of services offered by Loho, and of the various ways in which customers can interact with Loho. This Code of Practice also explains what to do in the unlikely event that a customer wishes to make a complaint about any aspect of a Loho service.

Loho is a member of ITSPA – the Internet Telephony Service Providers' Association, and in addition to this Code of Practice, we also abide by the ITSPA Code of Practice, which can be found online at www.itspa.org.uk.

How to contact Loho Ltd

We can be reached:

- By phone on 01223 750165 (+44 1223 750165 if located outside the UK)
- By fax on 01223 750166 (+44 1223 750166 if located outside the UK)
- By e-mail at loho@loho.co.uk
- By post to our registered office address: 141 Kings Hedges Road, Cambridge CB4 2PL

Our Services

We can offer the following services to our clients:

Connectivity

- ADSL and ADSL2+ broadband
- SDSL
- bonded xDSL
- Fibre to the Cabinet (FTTC) / Fibre to the Premises (FTTP) solutions
- Ethernet solutions
- Bespoke connectivity solutions

Telephony

- Supply of telephony equipment (including telephone systems, handsets and mobile handsets)
- Installation and maintenance of telephone equipment and systems
- Hosted, premise based and hybrid internet telephony (VoIP) services
- Text messaging (SMS) services
- Bespoke telephony solutions

Hosting

- Managed and un-managed hosting services
- Server co-location

Other

- Domain registration and renewal
- Consultancy services

Information on specific services is available from Loho on request - we can be contacted using



any of the methods outlined in the 'How to contact Loho Ltd' section of this Code of Practice.

Pricing

Pricing for our products and services is available on request – we can be contacted using any of the methods outlined in the 'How to contact Loho Ltd' section of this Code of Practice.

Cancellation

Notice of cancellation of any Loho services must be served in writing, and will be accepted by e-mail, fax or post from an authorised representative of the client.

Customers are able to cancel their service at any time outside of the initial term as specified on the order form. Minimum contract periods vary from service to service, and for more information on the minimum period for a specific service please contact us.

Billing

We issue electronic invoices (via e-mail in PDF format) for all our services. Postal invoices are available however an administrative fee may be applied due to the additional costs involved. Payment terms vary from customer to customer, and are clearly indicated on every invoice.

Billing frequency varies from service to service, and for more information on the frequency associated with a specific service please contact us.

Our primary payment method is via Direct Debit, however can also accept payment by:

- Cheque
- Bank transfer (BACS, CHAPS)
- Credit/debit card

We reserve the right to charge late payment interest and penalties in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended should we have not received cleared payment by the due date specified on the invoice.

Should an invoice become more than 7 days overdue, we may restrict or suspend services. In this event, services will only be restored on receipt of cleared payment for the invoice, and any late payment charges applied.

Refunds & Compensation Policy

Refunds and compensation requests will be considered on a case by case basis, taking in to account the service purchased and the events leading to the request for refund or compensation, together with any applicable regulations. Please note that as described in our Terms & Conditions of Business whilst there are no limits on our liability for death or personal injury due to negligence, we limit our liability for any other issues caused by our negligence to a refund of the amount paid for the failed service. For on-going services this is pro-rata for the period the service was not adequately provided. Liability for any other reason is also limited to a refund of the amount paid (pro-rata for ongoing services).

Terms & Conditions

Except where otherwise agreed in writing, all services are subject to our standard Terms & Conditions of Business, a copy of which is available on request.



Privacy

Loho Ltd is a data controller and processor – how we collect and use personal data is outlined in our privacy policy, which can be found at <https://www.loho.co.uk/privacy/>

Complaints

While we hope customers will never have cause to complain about our services, should you have a problem first please either e-mail us at support@loho.co.uk or call us on 01223 750165 and our support team will try to resolve your issue.

If you feel that your issue has not been resolved to your satisfaction, you may submit a complaint. Complaints should be submitted in writing, either by e-mail to complaints@loho.co.uk, or by post or fax to the addresses detailed in the 'How to contact Loho Ltd' section of this Code of Practice.

If you are still not satisfied with the outcome of your complaint then you may have the option of referring your complaint for independent review, as we are members of Ombudsman Services (OS) who provide an Alternative Dispute Resolution (ADR) service. If after a period of 8 weeks we have not resolved your complaint to your satisfaction (or if we have written to you to say that “deadlock” has been reached), you may¹ be able to refer it to OS, who will gather information from both parties, and make an independent decision based on the information provided – this decision would be binding on us.

Contact details for Ombudsman Services are as follows:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1614

Fax: 0330 440 1615

Web site: <http://www.ombudsman-services.org/>

Revision History

This Code of Practice is reviewed regularly by Loho Ltd, a history of changes is identified in the table below:

Revision	Date	Notes
1.0	20/09/2011	Initial revision
1.1	15/01/2016	Change of ADR provider from CISAS to Ombudsman Services
1.2	24/05/2018	Insert reference to privacy policy

¹ The ADR service is only available to domestic and small business (<=10 employees) customers