

Overview	Dunedin IT is a provider of IT and telecoms services to small and medium sized businesses. We provide IP telephone systems, PSTN and IP network connections, as well as mobile and internet services
Contact	Telephone : 0330 058 1701
	Email : info@dunedinit.co.uk
	Address : 22 Young Street North Lane,
	Edinburgh, EH2 4JD
	Web : www.dunedinit.co.uk
Terms	A link to our Standard terms are provided with each new order and also electronically on request.
	The services we provide in relation to telecoms are as follows
	PSTN analogue lines, ISDN digital lines, calling services via Carrier Pre Select, Ethernet internet connectivity, mobile services, ADSL and FTTC broadband, VOIP connections, VOIP telephone systems, intelligent routing platform, satellite broadband, non-geographic call routing services
	Contractual terms will always be confirmed on our services order document, including any minimum term or bespoke agreement. Cancellation must always be in writing in line with the cancellation period noted within the terms and conditions
	Pricing for services is always confirmed on our service order document, exchanged electronically with our customers for each new service, including one-off costs, recurring costs, and the rate for any usage costs. As each customer's pricing is agreed in a bespoke manner, we do not publish a standard pricing guide.
Billing	An electronic invoice will be sent to you on a monthly basis via email. It will typically cover recurring charges for the following period, and usage charges for the period just completed. This can be emailed to multiple contacts on request. Our standard method of payment is Direct Debit.
Directory Entry	If you would like any of your numbers listed with Directory services and the Phone

	<p>Book, please call our Helpdesk where we can arrange that for you.</p>
<p>Customer Service</p>	<p>Each service we provide carries a target resolution timescale for any service breakages and this can be provided on request.</p> <p>Our Support team can be contacted either by calling 0330 058 1701 or by emailing helpdesk@dunedinit.co.uk with standard operating hours between 9am and 5.30pm, Monday to Friday. You will be asked for certain specific information in order for us to accurately log the details, which may need to be passed on to third parties. On receipt, you will receive a case reference which you should retain and quote in any follow up communication. The team will diagnose and attempt to resolve your issue, either remotely, or by dispatching the relevant resources to your site. If any element of this is chargeable, you will be notified in advance and asked to accept any possible charges associated with resolving your issue.</p> <p>If you are dissatisfied with how your issue is being dealt with, you should use the following escalation path</p> <p>Level 2 – Valerie Berric on 0330 058 1701 Level 3 – Jamie Clague on 0330 058 1701</p>
<p>Complaints</p>	<p>If you wish to complain about any aspect of our service, this should be done in writing to complaints@dunedinit.co.uk or to the address shown above. We will acknowledge your complaint within 2 working days and endeavour to investigate and respond within 7 working days. If you feel your complaint is not resolved to your satisfaction, you should contact CEDR Services Ltd an alternative dispute resolution service to whom we subscribe.</p> <p>Web : www.cedr.com Tel : 0207 520 3814 Email : cisas@cedr.com</p>

	Address : Centre for Effective Dispute resolution, 70 Fleet Street, London, EC4Y 1EU
Related Organisations	You may wish at some point to contact the communications regulator OFCOM. They can be contacted on 0300 123 3333 or 0207 981 3040, or by writing to PO Box 1285, Warrington, WA1 9GL Telephone Preference Service – DMA House, 70 Margaret Street, London, W1W 8SS, 0845 0700707, www.tpsonline.org.uk
Data Protection	Your data will be protected in line with the 2018 Data Protection Act
This Code of Practice	A copy of this code of practice can be provided on request. It has been produced in accordance with the guidelines set out by OFCOM specifically in relation to section 52 of the Communications Act 2003