

# PureIP

## THE GLOBAL UNIFIED COMMUNICATIONS SIP TRUNK PROVIDER

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### Pure IP Complaints Procedure

#### About this policy

Pure IP Limited ("Pure IP"), 5th Floor, 89 Albert Embankment London, SE1 7P is committed to excellent customer service. As a leading provider of SIP trunking services we recognise our role as a trusted partner in the day to day support of our customer's business operations.

#### **Our goal is to deliver service excellence to all of our customers.**

If you are unhappy with our service please contact us. It is through your feedback that we are able to review and improve the overall service we provide. We are totally committed to ensuring that every complaint is investigated fully, resolved to a satisfactory conclusion and within a reasonable timeframe.

#### Making a complaint

To raise a formal complaint please write or email:

[complaints@pure-ip.com](mailto:complaints@pure-ip.com)

Attn: Complaints Manager

Letter to our London Office:

Pure IP, 5th Floor, 89 Albert Embankment London, SE1 7P

Please include as much detail as possible; e.g.:

- Your name and contact details
- The nature of your complaint
- The impact on your business
- Any other relevant information

## Independent adjudication

If you still remain dissatisfied and your complaint has been outstanding for 8 weeks or we have sent you notification that your complaint has reached deadlock, then you can make a complaint through Pure IP's Alternative Dispute Resolution (ADR) Scheme. This is provided independently and free of charge.

The Pure IP nominated Independent Adjudication scheme is operated by:

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

Telephone: 0330 440 1614

Fax: 0330 440 1615

Text phone: 0330 440 1600

Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Website: [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html)

Ombudsman Services resolves disputes between member operators and their residential and small business customers. Pure IP is a member of Ombudsman Services: Communications. If you have followed the steps above but are still dissatisfied you may register a complaint that will be considered by Ofcom.

## Ofcom:

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

Telephone: 0300 123 3333 or 020 7981 3040

Fax: 020 7981 3333

Text phone: 020 7981 3043 – please note that this number only works with special equipment used by people who are deaf or hard of hearing.

Website: <http://www.ofcom.org.uk/>

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