

Complaints

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Eclipse is committed to providing all of our customers with the highest level of telephone service but at competitive wholesale prices. However, in the unlikely event that you experience any problems, we would like you to inform us, so that we can attempt to resolve it quickly and efficiently.

Contact details

We can be contacted in writing at:

Eclipse Wholesale
 16 Bankside
 The Watermark
 Gateshead
 Tyne and Wear
 NE11 9SY

Customer Service can be contacted as follows:

Telephone: 0191 500 5080
 Email: lines@eclipsenet.co.uk
 Website: www.eclipsenetworks.co.uk

Complaints Process

We will use our best endeavours to deal with all complaints fully and fairly, and in a reasonable time scale. (It is our aim that complaints will proceed through the internal system within 8 weeks of the first complaint.) It may be necessary, in some circumstances, for us to respond by telephone.

However, should you require a response in writing, please ask. In the unlikely event that you have cause for complaint about any level of our service please follow the procedure below:

Step 1: Contact the Customer Services Team

The customer service team will investigate your complaint and work to resolve any issues you may have in line with your terms and conditions of service.

Step 2: Contact Senior Management Team

If you feel that your complaint has not been adequately resolved, you can ask for the matter to be escalated and referred to a Director. A Director will review your case and attempt to resolve any issues.

If you send an email to directors@eclipsenet.co.uk someone will investigate your complaint.

Step 3: The Ombudsman

Should the matter not be resolved you can complain to the CISAS. Eclipse are a registered member of CISAS who are an alternative dispute resolution organisation.

<https://www.cedr.com/consumer/cisas/customers/guidance/>

Step 4: Ofcom

If you believe that your complaint has not been handled in line with the Eclipse Networks complaints procedure, then please contact The Office of Communications (Ofcom) who will review the matter.

www.ofcom.org.uk

Ofcom
Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel: 0845 456 300

Service Credits / Compensation

Certain products are eligible for service credits. Products such as Ethernet leased lines where a provisioning task or a total loss of service takes longer than defined in the products SLA will be eligible for service credits and will be offered as part of a complaint.

Unfortunately we are not able to offer compensation for consequential loss as we are unable to pursue such claims with our suppliers who are ultimately responsible for ensuring the service is delivered to SLA.