Code of Practice & Complaint Handling and Dispute Resolution

Tincan Comms Ltd is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

All our services we provide can be located on our website.

Terms of Trade

All services are provided subject to availability, coverage, and network limitations. Customers must agree to a minimum contract period where applicable. Payment for services is due monthly via Direct Debit. A £10.00 surcharge applies to all invoices not paid by Direct Debit. unless otherwise agreed. Bills are sent via email and can be itemised upon request. Call rate details are available either upon written request or as specified in the Order. Information on inclusive call types and/or call volumes included in bundle packages will also be outlined in the Order. Any calls not included within the bundle will be charged at our Global rate. We reserve the right to amend pricing, terms, and service offerings with appropriate notice.

Faults and Repairs Policy

If you experience a fault or disruption in service, please report it to our support team immediately. We aim to resolve network-related issues within a reasonable time. Equipment provided by us is covered by warranty; repairs outside warranty may incur charges.

Number portability process

TinCan endeavours to complete number porting requests within 10 working days, provided there are no unforeseen issues such as address mismatches or incomplete information. Throughout the process, customers will receive timely updates on the status of their port.

If a delay arises as a direct result of an action or oversight by TinCan, customers will be entitled to compensation, as outlined in Clause 13.8 of our Terms & Conditions. Compensation will be issued in the form of an account credit, equal to one month's rental charge (or the equivalent value of the affected service[s])

How to Contact us:

By Phone: 0800 083 0900

By Email:

Billing enquiries: billing@tincancomms.com
Sales enquiries: hello@tincancomms.com
Help and Support: support@tincancomms.com

By Letter:
TinCan Comms Ltd Parkside Industrial Park, Suite G, Holyhead Road, Wolverhampton, WV7 3DA

Website: www.tincancomms.com

Opening Hours:
Monday to Thursday 9.00am – 17.00pm
and Friday 9.00am – 16.30pm

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us.

However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

By Phone: 0800 083 0900

By Email: support@tincancomms.com

By Letter:
Customer Service Team, TinCan Comms Ltd Parkside Industrial Park, Suite G, Holyhead Road, Wolverhampton, WV7 3DA

We will send you an acknowledgement email and work to resolve your complaint within 28 working days of its receipt.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from:

Ombudsman Services – Communications

Communications Ombudsman P.O. Box 730 Warrington WA4 6WU T: 0330 440 1614

E: enquiry@commsombudsman.org
W: https:/www.commsombudsman.org/

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

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Useful Addresses

Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA
T: 020 7981 3040 or 0300 123 3333
E: contact@ofcom.org.uk
W: www.ofcom.org.uk

Phone-paid Services Authority

40 Bank Street London, E14 5NR
T: 0800 500 212 or 020 7940 7474
E: info@psauthority.org.uk
W: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS
T: 0845 070 0707
W: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Provident House, Burrell Row, Beckenham, Kent BR3 1AT
T: 020 7186 5432
E: fcs@fcs.org.uk
W: www.fcs.org.uk

Help and Support: support@tincancomms.com