

Our service goals

We want you to be delighted with our service and welcome any feedback you may have, good and bad. Unfortunately sometimes things do go wrong and we will do our best to fix any problems quickly and without any further disruption to you. In the first instance it is always best to contact us by telephone or email so that we can try and deal with your problem on the spot. If this does not happen to your satisfaction for whatever reason and you would like to complain, we do have a formal procedure that you can follow through to resolution.

How to contact us

In writing to: Customer Relations, MobiData, 1 Quality Court, Chancery Lane, London WC2A 1HR. Obviously receiving and responding by post takes longer than other methods, but once we receive your letter we will deal with your issue as soon as possible.

By email: help@mobi-data.com

By phone: 03333 01 01 10

If someone cannot help you immediately they will pass it on to someone who can respond within the next working day.

Dealing with your complaint

What we will do

- Firstly, we will consider your complaint seriously from the moment we receive it.
- Then, we will email you within 24 hours of receiving your complaint with the contact details of the person who will be looking after you, and taking ownership of your issue.
- We will then give you an initial response within a reasonable time and in a manner that suits you; email, phone or letter. This normally means within 5 working days, and often much sooner than that.
- If the person dealing with your complaint cannot resolve it, we will escalate your problem internally until we can either solve the issue or until we find that there is nothing more we can reasonably do. If this does happen we will fully explain to you why we cannot fix the issue.
- We will take all reasonable steps to resolve the problem and give you a final answer as quickly as we can.

Still not happy?

You can contact the Communications & Internet Services Adjudication Scheme at:

CISAS:
International Dispute Resolution Centre
70, Fleet Street
LONDON
EC4Y 1EU

Phone: +44 (0) 20 7520 3829

Website: www.cisas.org.uk