

### Orpheus Service commitments.

Orpheus Internet & GeneSys Developments Ltd undertake to respond to customer enquires whether by phone message, e-mail, postal mail within 1 working day of receipt of said communication. If we fail to do this we will explain why this has happened.

Our support e-mail address is monitored by various individuals both during a working day and outside these normal hours. Personal addresses may have a quicker or slower response depending on the individuals current commitments.

Complaints may be raised with us using all normal forms of communication but we prefer written ones wherever possible so that we can track any followup information supplied or received. If we should fail to resolve a problem satisfactorily and a customer wishes to leave us and move services away we will undertake not to hinder this process but supply as much help as possible and resolve any outstanding finances to both parties satisfaction.

Our contact details can be found on our Contact page on our website these details are updated as and when they change.

ORPHEUS  
INTERNET  
*Internet For Everyone*