



UUTEL Code of Practice for Customer Complaint Handling

UUTEL is committed to providing high-quality, competitive telecommunications services to Irish businesses.

UUTEL is a switchless reseller of telecommunications and therefore this Code applies solely to the telecommunications services under our direct control. UUTEL's calls are routed over the public service telecommunications network. All issues regarding your phone line, such as faults and breakdowns, are Eircom's responsibility and they are obliged to deal with you and resolve your complaints.

UUTEL will, however, provide assistance in all of these matters and will try to establish as quickly as possible whether the fault lies with Eircom or UUTEL.

Our Code of Practice provides you with the necessary information on how to make a complaint and how you can expect your complaint to be dealt with.

How to contact us with a complaint

We strive to provide our customers with a high-quality service. If, however, you feel that our service does not meet the expected standard, we would like you to let us know, so that we can identify the issue and resolve it in an appropriate and timely manner.

If you would like to register a complaint, you can contact us in one of the following ways:

By Telephone

You can contact our Customer Care team on 01-6762262. Lines are open 8.30am – 5.30pm (Monday – Friday).

The Customer Care representative will provide his/her own name and acknowledge your complaint on the phone. Our aim is to resolve your complaint to your complete satisfaction as quickly as possible, preferably during your phone call. If this is not possible, we will inform you of the length of time we expect it to take to investigate and resolve the complaint.

By Letter

You can contact the Customer Care team in writing by addressing your complaint to:

UUTEL Limited
Customer Care Department
98 Lower Baggot Street
Dublin 2

By Fax

You can also fax your complaint to 01-6449525. Please ensure that fax complaints are clearly marked for the attention of the Customer Care team and contain a detailed description of the complaint/problem and all relevant contact details.



By Email

Complaints can also be sent by email to: support@uutel.ie

What happens once we receive your complaint?

We will acknowledge all complaints received by letter, fax or email within two working days of receiving the complaint and will inform you of the length of time we expect it to take to investigate and resolve the complaint.

Resolution Timeframes

It is our aim to resolve all complaints as quickly as possible. In all instances, we will endeavour to resolve your complaint at the first point of contact.

When we receive your complaint we will categorise it into one of the following categories:

Billing

We will endeavour to resolve complaints of this nature within 5 working days of receipt of the complaint. Should it be found that UUTEL has overcharged a customer in error, UUTEL will endeavour to credit the customer's account on your next monthly bill, subject to the customer's agreement.

Service Degradation

We will respond immediately, outlining the investigation procedure and the envisaged resolution timeframes. As mentioned above, responsibility for the fault may lie with Eircom and they should respond in a timely manner, once it is established that it is their issue.

Miscellaneous

We aim to resolve any complaints that fall outside of those listed above within 10 working days of receiving the complaint.

Depending on the individual complaint, it may not always be possible to resolve a complaint within these timeframes. If we are unable to resolve your complaint within the timeframes, we will keep you regularly informed throughout the process and inform you of the length of time we expect it to take to reach a resolution.

Escalation Procedures

We have a team of trained Customer Care Representatives in place to investigate and resolve your complaints.

If you are not happy with the Customer Care Representative or the way in which they handle your complaint, you can ask to have the matter escalated to a Manager in the appropriate area. The Manager will provide you with a revised resolution timeframe. He/She will review and discuss the issue with you and try to reach a satisfactory resolution. If, having contacted the Manager, you feel that your complaint has still not been satisfactorily dealt with, you can request the matter to be reviewed by one of our Directors.



Once you are happy with the resolution of your complaint, the complaint will be closed on the complaint handling system.

Disconnection Policy

Customers will receive their bills monthly. The direct debit is presented to the bank 14 days from the date of issue. If there are insufficient funds to honour it, UUTEL will contact the customer and advise them of the matter. The direct debit will be re-presented to the bank seven days later. If the re-presented mandate gets refused, UUTEL will withdraw the customer's ability to make calls using its service.

UUTEL will continue to pursue outstanding balances and will commence legal proceedings, should all other attempts to reconcile the account fail.

Pricing Information

All pricing information and tariff sheets are available from our Customer Service Department. In presenting tariff information UUTEL is required to adhere to the principles set out in the ComReg Code for Tariff Presentation. This Code requires the presentation of accurate and comprehensive tariff information that is accessible to the consumer. UUTEL complies with the Code, a full copy of which can be accessed on the ComReg website.

Useful Contact Details for Independent Advice or Information

Commission for Communications Regulation (ComReg)

Block DEF, Abbey Court

Irish Life Centre

Lower Abbey Street

Dublin 1

Tel: 1890 229 668

Fax: 01 804 9680

Email: consumerline@comreg.ie

Website: www.comreg.ie

Office of the Director of Consumer Affairs (ODCA)

4 Harcourt Road

Dublin 2

Tel: 01 402 5500

Fax: 01 402 5501

Website: www.odca.ie

**Regtel**

Crescent Hall
Mount Street Crescent
Dublin 2
Tel: 1850 741 741
Fax: 1850 741 747
Email: info@regtel.ie
Website: www.regtel.ie

Advertising Standards Authority

IPC House
35/39 Shelbourne Road
Dublin 4
Tel: 01 660 8766
Fax: 01 660 8113
Email: info@asai.ie
Website: www.asai.ie

Small Claims Courts

Information available from your local District Court Offices