

Our Customer Care Code of Practice for Complaint Handling

UTV Internet is committed to providing high quality competitive services across all of Ireland. We are focused on providing reliable and effective Internet and voice services to both residential and business customers. Our future success depends on the continuous improvement of all aspects of our customer service delivery.

If, however, you feel our service falls below the standards expected, we would like you to let us know. Our Code of Practice provides you with the necessary information to make a complaint and details on how you can expect a complaint to be dealt with.

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How to contact us with a complaint

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

On-line

You can send us your complaint by e-mail to complaints@u.tv

By phone

You can contact our Customer Care team directly on:

0845 247 0000

9.00 am - 5.30 pm (Mon - Thurs)

9.00 am - 5.00 pm (Fri)

A Customer Care Representative will advise you of his / her name, issue you with a unique reference number and acknowledge your complaint on the phone. Our aim is to resolve the complaint to your complete satisfaction. The Customer Care Representative will resolve your complaint 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

If you prefer to put the complaint in writing, you can send it to the following address:

UTV Internet
Customer Care Department
Ormeau Road
Belfast BT7 1EB

By fax

If you wish to send your letter of complaint by fax, you may fax us on 02890201203 marked for the attention of the Complaints Department.

What happens once we receive your complaint?

We will acknowledge all complaints received by letter, fax or e-mail within two working days of receiving the complaint. We will provide you with a unique reference number and 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 received in a speedy, fair and efficient manner. Where possible we will resolve your complaint at the first point of contact.

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

Billing, Service Degradation or Miscellaneous.

We have set timeframes for resolution of complaints for each of these categories:

Billing - within 5 working days of receiving the complaint. If UTV Internet investigate and deem that any charges on a bill are incorrect we will credit the charge to the next months account. If a customer is no longer a subscriber to UTV Internet a payment will be arranged before the end of the next billing period.

Service Degradation - we will respond immediately outlining the investigation procedure and the resolution timeframes envisaged.

Miscellaneous - within 10 working days of receiving the complaint.

Depending on the individual complaint it may not be possible to resolve every 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 investigate and resolve.

We will notify you of the resolution of each complaint and retain records of your complaint for a period of not less than one year.

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 Supervisor or Manager in the appropriate area. The Supervisor or Manager will provide you with a revised resolution timeframe. They will review and discuss the issue with you and try to reach a satisfactory resolution. If, having contacted the Manager/Supervisor you feel that we have still not dealt with your complaint satisfactorily, you can ask for the matter to be reviewed by the Head of Customer Care.

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

If we have not resolved your complaint to your satisfaction after 12 weeks or if

you have received a letter from us saying that your complaint has reached "deadlock", you may make a complaint through CISAS, an independent alternative dispute resolution scheme.

We can provide with details of this service:

CISAS

c/o Dispute Resolution Services
The Chartered Institute of Arbitrators
12 Bloomsbury Square
London
WC1A 2LP

Telephone 020 7421 7432

Email kkorubo@arbitrators.org or mekpenyong@arbitrators.org

Website: <http://www.arbitrators.org>

Disconnection policy

It is our policy here at UTV Internet that bills due must be paid on or before the date specified on the bill. This normally allows a period of 7 days after the bill date for payment if you pay by direct debit or credit/debit card.

If you do not pay your account by the due date we may restrict your ability to make calls or access the internet. Before doing this we will endeavour to contact you to remind you that your bill is overdue. Should your line be restricted in this manner you will still be able to contact the emergency services via 112 or 999.

If after we restrict your service in this way, your balance remains outstanding we will write to you informing you that your contract will be terminated (notification of termination). If the amount due remains unpaid after the time specified in the notification of termination your account will be terminated and your service removed. Any additional charges incurred up to the removal of service, any cancellation charges and any charges for the remainder of the contract term will be charged to your account. We will continue to follow up on outstanding balances after the final bill is issued.

Our customer service guarantee

We also operate a customer service guarantee. This service guarantee is operated in parallel with our code of practice for handling your complaints. It is provided for within the service guarantee that where we do not meet target dates for complaint resolution you may be entitled to a rebate.

If, due to a failure of the UTV Internet infrastructure, you are without service for longer than 8 consecutive hours in any 24 hour period we will credit a proportion of your monthly subscription charge equivalent to one full days charge.

Useful Contact Details for Independent Advice or Information

Office of Communications (Ofcom)

Riverside House
2a Southwark Bridge Road
London SE1 9HA
Tel: 0845 456 3000 or Fax: 0845 456 3333

E-mail: contact@ofcom.org.uk

Office of the Director of Consumer Affairs (ODCA)

Fleetbank House,
2-6 Salisbury Square
London EC4Y 8JX
Tel: 08457 22 44
Email: enquiries@oft.gsi.gov.uk

Advertising Standards Authority

2 Torrington Place
London WC1E 7HW
Tel: 020 7580 5555 or Fax: 020 7631 3051
Email: enquiries@asa.org.uk

ICSTIS

Clove Building
4 Maguire Street
London SE1 2NQ
Tel: 020 7940 7474 or Fax: 020 7940 7456
Website: www.icstis.org.uk

Small Claims Courts

Information is available from your local District Court Offices.

THIS CODE OF PRACTICE IN NO WAY INFRINGES ON YOUR STATUTORY RIGHTS.