

NewTel Communications Limited

Code of Practice for the Handling of Consumer Complaints

Customer Satisfaction

At NewTel we recognize the importance of customer satisfaction and we strive to make sure that our customers are happy with the services we provide. If for any reason you are not satisfied and wish to register a complaint, we have provided the procedures for this to be done.

How to contact NewTel to register a complaint

By Phone

NewTel provides a freefone number to all our clients. The number is 1 800 NEWTEL or 1 800 639 835. Calls will be taken from Monday to Friday from 8.00 a.m. to 6.00 p.m. Verbal complaints must be directed to the customer service manager. In addition, all customers can leave a message at any time that should include the following:

- NewTel Customer Account Number
- Telephone number(s) contracted with NewTel
- Name of the account holder
- The reason for the complaint

By Post

Please send all mail to the following address:

NewTel Communications
Attn: Customer Care - Complaint
NewTel Communications
PO Box 10328
Tallaght
Dublin 24

In your correspondence please include the following:

- NewTel Customer Account Number
- Telephone number(s) contracted with NewTel
- Name of the account holder
- The reason for the complaint

By Fax

NewTel provides a free fax number to all our clients. The number is 1 800 639 329. Faxes can be sent at anytime although they will be reviewed by our customer care team from Monday to Friday from 8.00 a.m. to 7.00 p.m. All faxes should include the following:

- NewTel Customer Account Number
- Telephone number(s) contracted with NewTel
- Name of the account holder
- The reason for the complaint

By E-mail

NewTel provides an email address to all our clients. The email address is

info@newtel.ie

Emails may be sent at anytime although they will be reviewed by our customer care team from Monday to Friday from 8.00 a.m. to 7.00 p.m. All emails should include the following:

- NewTel Customer Account Number
- Telephone number(s) contracted with NewTel
- Name of the account holder
- The reason for the complaint
- The subject line of the email must include the word "Complaint"

Process for handling customer complaints

Initial Contact

As indicated above, our customers have four ways to contact us in order to register a complaint. They are summarised below:

1. By Phone
2. By Post
3. By Fax
4. By Email

Acknowledgment of the Complaint

Customer complaints received in writing will be entered into our customer management system indicating the manner in which the complaint arrived. NewTel will acknowledge a customer's written complaint by one of the following methods: phone call, letter, fax, or email. The Customer Service Manager must acknowledge a verbal complaint. Each complaint will receive a unique reference number. Each entry will include the date and time of that the complaint was registered.

Investigation of the complaint

After acknowledgement of the complaint, NewTel will evaluate the need for an investigation. If an investigation is warranted, NewTel will indicate the amount of time required to complete such investigation. The investigation will be done within 10 business days or less depending on the nature of the complaint. Specific reply times for each type of complaint are provided later in this document.

Notification of resolution

NewTel will notify the customer of the resolution of the complaint by one of the following methods: phone call, letter, fax, or email. If additional time is required to notify the customer of the resolution, they will be given a date by which they will receive a response. This response will be 10 business days or less depending on the nature of the complaint. Specific reply times for each type of incidence are provided later in this document.

Internal Escalation

Any customer that is not satisfied with the handling of their complaint may request in writing the escalation of their to the Customer Service Manager. If a member of our customer care team cannot resolve a complaint, the problem will be elevated and handled by our Customer Service Manager. If a customer still feels as though their problem was not handled correctly they can contact the Managing Director in writing. Please include the following information in your request:

- NewTel Customer Account Number
- Telephone number(s) contracted with NewTel
- Name of the account holder
- The reason for the complaint

Response times for various categories

Installation

NewTel does not install equipment. Please contact the appropriate service provider if there is a problem with equipment.

Billing

NewTel will respond within five working days of receiving the complaint.

Service Degradation

NewTel will respond the next working day, explaining the investigation procedure and the amount of time required in order to resolve the service degradation.

Repairs

NewTel does not provide any equipment that requires repairs. Please contact the appropriate service provider if there is a problem with equipment.

Miscellaneous

Other complaints that require a response will be done within ten business days.

If for any reason NewTel is unable to resolve the complaint within the timeframes indicated above, the customer will be informed of the progress and the amount of time required to resolve it. NewTel will notify the customer when the complaint has been resolved. NewTel will keep a record of all acknowledged complaints for at least one year.

Disconnection policy

Per the NewTel Customer Terms and Conditions, NewTel must receive payment for its services on or before the payment date indicated on the customer's bill. There are usually 14 days between the bill date and payment date. NewTel may restrict the customer's ability to make and receive phone calls if the payment is received after the payment date. Before restricting or disconnecting a customer's service, reasonable efforts will be made to contact the customer and inform them of the outstanding payment.

Should your line be disconnected, emergency services such as 112 or 999 will be available unless these services have been restricted from another provider. Before disconnecting or terminating services, the customers will be sent notification of the outstanding balance, the payment methods available in order to avoid disconnection, and the date on which the service will be terminated. NewTel will continue efforts to collect this outstanding amount after services have been terminated.

Reimbursement of Payments

Reimbursements for payments may be requested in writing or by speaking with the Customer Service Manager. In the event of a billing error and after a customer's request for reimbursement has been approved, a reimbursement equal to the amount of the billing error will be provided as a credit toward the subsequent bill. In the event that NewTel no longer provides services to the customer to whom the reimbursement is due, the reimbursement will be made by cheque thirty days after any final customer payment has been received.

N.D.D (National Directory Database)

The National Directory Database (NDD) has traditionally existed as a directory enquiries tool and as a means of producing telephone directories for both residential and business subscribers. The National Directory also operates as a form of Telemarketing opt out register. Below is a break down of the different options that are available in the National Directory for subscribers.

OPTIONS IN N.D.D

Consumer Right to Opt Out Of Unsolicited calling or "Cold Calling" on the National Directory Database (NDD): In accordance with Data Protection legislation, consumers have a right to opt out of receiving unsolicited/telemarketing calls from third parties.

Ex Directory: This gives you the right to exclude your telephone number from the telephone book and Directory Enquiries (11-8-11 & 11-8-50).

Listed: This enables you to have your telephone number listed in the directory and thus available through directory enquiries (11-8-11 & 11-8-50).

Unlisted: This gives you the option to exclude your telephone number from the phone book and makes your telephone number available to directory enquiries (11-8-11, 11-8-50).

Please note that only customers who have their telephone number listed in the telephone book or with directory enquiries (11-8-11, 11-8-50) can opt out of unsolicited cold calling. Ex directory customers cannot opt out of unsolicited calls by way of the National Directory Database.

If you are a Newtel Communications customer and wish avail of any of the above preferences you can do so by contacting Newtel Customer Care on 1800 639 835 or via email to customerservice@newtel.ie . We will pass your preference to the National Directory Database (N.D.D) which is the central register for this information.

Useful addresses and telephone numbers

You can seek independent advice your complaint from any of the following:

Commission for Communications Regulation
Abbey Court, Irish Life Centre, Lower Abbey Street, Dublin 1
Tel: 1890 229 668 or Fax: 01 804 9680
E-mail: consumerline@comreg.ie

Office of the Director of Consumer Affairs (ODCA)
4 Harcourt Road, Dublin 2, Ireland, Dublin 1
Tel: 01 402 5500 or Fax: 01 402 5501
Website: www.odca.ie

Advertising Standards Authority
IPC House, 35/39 Shelbourne Road, Dublin 4
Tel: 01 6608766 or Fax: 01 6608113
E-mail: info@asai.ie

Regtel
Crescent Hall, Mount Street Cresent, Dublin 2
Tel: 1850 741 741 or Fax: 1850 741 747
E-mail: info@regtel.ie

Small Claims Courts

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Information is available from your local District Court Offices.
This Code of Practice in no way infringes on your statutory rights.