

# Airnet's Complaints Code of Practice

Airnet is a company located in the southeast of Ireland providing our services throughout Ireland. Our key priority is to deliver high-quality broadband solutions coupled with first class customer service. The key priority for us at Airnet is customer satisfaction

However, there may be times where we do not get everything right and something could go wrong. Should you at some point have an issue with or a query about our services let us know. We will then work with you to resolve it to your satisfaction.

## How to raise an issue:

Your first point of contact is our customer services team whom you can reach in a number of ways as listed below;

### By Phone:

053-9304141

Phone hours: Monday – Friday: 9am to 5pm

### By email:

admin@airnet.ie

### By Post:

Rocklands, Carnew Road, Ferns, Enniscorthy Co.Wexford Y21 C2X6

When you contact us you need to provide us with your name, address & phone number. We ask that you provide us with a description of your issue/ query and to give us as much information as you can. Once we have that information, our customer service team will work with you to resolve your issue/query. We aim to resolve your issue on our first attempt and in a timely manner.

## How to escalate an issue:

If our customer services team has not managed to resolve an issue/query to your satisfaction you can ask for it to be escalated within Airnet. A member of our customer service team will review and discuss your grievance with you either by phone or via email depending on your preference. If, after this step, you still feel we have not resolved the problem to your satisfaction or you disagree with our decision and wish to appeal it, you can register a complaint with us.

According to the Commission for Communications Regulation (“ComReg”), a complaint is defined as:

*“an issue raised by an end-user to an undertaking relating to that undertaking’s product or service or its complaints handling process where the issue remains unresolved following an initial attempt by the undertaking to resolve it or where there has been no attempt by the undertaking to resolve it and the end-user expresses dissatisfaction, through one of the channels set out in the code of practice, that the issue remains unresolved.”*

### **How to register a complaint:**

You can register a formal complaint with us either by email, post or phone. Our primary method of contact in relation to complaints is via email unless we agree otherwise.

We aim to acknowledge your complaint by email within 4 working days where we also issue you with a complaint reference number, and a link to this complaints code of practice. You need to quote this number on subsequent contact with us regarding this specific matter.

### **How we record your formal complaint:**

Once we receive your formal written complaint we will allocate a reference number to it and keep it on record. The information we will record related to the complaint is:

- Your name, customer number and contact details;
- The date the complaint was received by us and dates of all communication throughout the life cycle of the complaint to its final closure;
- A copy of the written complaint or a summary of the voice communications with you regarding the complaint; and
- All communications with you including details of the response to the complaint, final resolution and any determination in respect of the complaint with associated documentation.

Airnet will keep the complaint on record for a period of not less than one year following the resolution of the complaint as we are required to by law.

### **How we aim to resolve your complaint:**

We aim to respond to and agree a resolution with you within 10 working days from issue of complaint number. Please note that if the issue is of a technically complex nature it may take longer to resolve. Where this is the case, we will provide an appropriate timeframe for resolution.

Initially, your complaint will be reviewed by our Office Manager who will ensure your complaint is investigated by the most suitable person in Airnet. The Office Manager will work with you to propose and agree a resolution to your grievance as quickly as possible.

If, for any reason you are not fully satisfied with the proposed resolution and you think further action is needed, we will review the matter again and escalate it to the CEO. The CEO will review your complaint and set out Airnet's final resolution or a timeframe for resolution. If Airnet has been unable to resolve your complaint within a reasonable time frame, or you remain dissatisfied with the resolution, you may refer the case to ComReg, the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission) and the postal sector in Ireland. It is important to note that, per ComReg's Code of Practice, you must allow us the opportunity to resolve your issue before escalating your complaint to ComReg.

### **How we deal with refunds, where applicable:**

Airnet may find you are eligible for a refund as a result of the complaint resolution. Where this is the case, the refund will either be applied as a credit to your account, or we will send you a cheque. Where we apply a credit to your account it will show up in your next invoice provided the refund is agreed before the invoice run. A cheque will be issued and put in the post on the day both parties reach written agreement of such refund.