



Code of Practice

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1. General

IFA Telecom provides excellent customer service and maintaining a healthy customer relationship at all levels of the organisation. The Complaints Process will ensure all complaints are handled in a standard way as efficiently and effectively as possible.

We class complaints as any expression of customer dissatisfaction with the products and / or services managed by IFA Telecom.

If you do have a complaint, please contact us on:

- Telephone: 0818 924 851
- E-mail: info@ifams.ie
- Post: Complaints, IFA Telecom, Irish Farm Centre, Bluebell, Dublin 12, D12 YXW5

2. Compliance

What is the process for handling a complaint?

When IFA Telecom receives a complaint, we acknowledge the complaint within 24-48 hours and if you are looking for an update you can quote your unique customer account number to our Customer Service team. Complaints are handled Monday to Friday 9.00am to 5.00pm.

What is the response time for a complaint?

It is our aim to resolve all complaints as quickly as possible and to your satisfaction. When we acknowledge a complaint, we will inform you of the time scale for investigation and resolution of the complaint, however if we cannot reach that deadline, we will inform you and provide another time scale.

When your complaint is received it will be categorised into one of the following, please note the time scales for resolution of complaints for each of these categories.

- Billing: We aim to resolve within 5 working days of receiving the complaint, with no disconnection while a complaint is being investigated.
- Repair: We aim to resolve within 2-4 working days, or to give a specific time scale of resolve.
- Installation: We aim to resolve within 10 working days, or to give a specific time scale of resolve.
- Miscellaneous: We aim to resolve 10 working days of receiving the complaint.
- First level of complaint is handled by our Customer Service Team Leader. If the complaint has not been resolved within these time scales your complaint will be escalated.
- Escalation of Complaint: If the complaint is still unresolved, you will be given an approximate time frame for the resolution of your complaint. The complaint will be automatically escalated to the Customer Service Manager. The customer at all times will be informed of the progress of their complaint.

Who do you contact if you require an update on your complaint?

You should be updated regularly but if you are looking for an update you can contact the Customer Services Team and quote your unique customer account number. The Customer Services Team can be contacted as noted above.

How does IFA Telecom confirm resolution with its customer?

The Customer Services Manager will confirm with you if you are satisfied with the actions that have taken place to resolve the complaint and will follow up with a letter or email of closure to you.

3. Refunds

As part of the complaint resolution process, you may be entitled to a refund. Refunds will typically be applied to the account as a credit. The application of credits is at the discretion of the complaint handler and is judged on a case-by-case basis. Any credit applied will be applicable on the next or following bill.

4. Disconnection Policy

In accordance with IFA Telecom's terms and conditions of service bills must be paid on or before the date specified on the bill. This normally allows a period of 14 days after the bill date for payment.

If you do not pay your bill by the due date, we may restrict your ability to make and receive calls and/or use of broadband service. 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 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 line removed. At this point you will no longer be able to contact the emergency services and will receive your final bill.

We will continue to follow up on outstanding balances after the final bill issues.

5. Independent Advice can be sought from:

Commission for Communications Regulation (ComReg):

To regulate with integrity, impartiality and expertise, thereby facilitating rapid development of a competitive, leading edge telecommunications sector that provides the best in terms of price, choice and quality to the end user, attracts business investment and ensures ongoing social and economic

growth, and to work with the same focus on providing for users within the framework set of Postal regulation.

Address: Commission for Communications Regulation,
Dockland Central, 1 Guild St, North Dock,
Dublin, D01 E4X0

Phone: 018049668