



# Code of Practice

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## Introduction

At IFA Telecom, our Code of Practice reflects our commitment to exceptional customer service. We prioritise addressing inquiries, complaints, and feedback promptly to ensure customer satisfaction. This Code outlines processes for seeking assistance, submitting complaints, and understanding resolution procedures. Key areas covered include customer support, complaint management, refunds, disconnections, and guidance from Comreg for impartial advice.

We provide efficient support for account queries and technical issues. Our formal complaint procedures are designed to resolve complaints swiftly and fairly, assess refund eligibility diligently, and explain disconnection policies clearly. This includes matters related to bill settlements, overdue payments, and suspected fraud. Additionally, we facilitate customers in seeking advice from Comreg, contributing to a competitive telecommunications sector with regulatory clarity and consumer protection.

By adhering to our Code of Practice, IFA Telecom seeks to foster trust, transparency, and a customer-centric approach. Our dedicated team ensures timely responses, transparent communication, and tailored solutions that meet your needs. Your satisfaction is our primary focus, and we strive to ensure a positive experience with IFA Telecom.

## 1. Customer Service

Our customer service team provides exceptional assistance for a variety of concerns. Whether you need help with account management, billing details, technical issues, or any inquiries related to our services, we possess the expertise and commitment to support you effectively. Our team is trained to handle a wide range of customer needs, from simple questions to more complex service issues. We also excel in offering comprehensive solutions to common queries regarding IFA Telecom and our extensive range of services, ensuring you receive accurate information tailored to your situation.

### 1.1 Requesting Support

Our customer service team is available to assist you during our business hours: 9:00 AM to 5:00 PM, Mondays to Fridays, and 10:00 AM to 2:00 PM on Saturdays (excluding bank holidays). You can reach our representatives through several convenient communication channels, including:

Phone	0818924851
Email	support@ifatelecom.ie
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

For quick inquiries, you can also utilise our online contact form available on our website. We aim to provide multiple communication channels for easy access to support, allowing you to choose the method that best suits your preferences.

Additionally, we recommend having your account details ready when you contact us, as this will facilitate a quicker and more efficient response to your inquiries.

### 1.2 Account Authorisation

At IFA Telecom, we prioritise customer satisfaction. If you are dissatisfied with the support received, we encourage you to submit a formal complaint as part of our commitment to continuous improvement. This process ensures all grievances are acknowledged and resolved promptly and efficiently, demonstrating our dedication to quality service.

To file a complaint, you may reach out through any of the support channels provided earlier. Please ensure you provide detailed information about your concerns, including your account number and a summary of the issues encountered. This will enable us to investigate thoroughly and respond more effectively.

Our goal is not only to address your immediate concerns but also to learn from your feedback to improve our services continually. Customers can expect a follow-up communication within **2 working days** after submitting a complaint, assuring you that we are taking your concerns seriously.

We value your input and appreciate your patience as we work to resolve any issues you may encounter. Customer feedback is vital in helping us enhance our service offerings and ensure that we consistently meet your expectations.

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## 2. Complaints Handling

According to Comreg, a 'Complaint' in the IFA Telecom Code of Practice is defined as an issue raised by a customer regarding a product or service provided by IFA Telecom, or dissatisfaction with the level of support received. This qualifies as a complaint if it remains unresolved after an initial attempt at resolution or was never adequately addressed. We encourage unsatisfied customers to file a formal complaint after contacting our Customer Service team, as this is a crucial step in resolving your issue.

## 2.1 Submitting a Complaint

We offer multiple accessible channels for customers to reach our customer service team and conveniently lodge complaints during our business hours. Complaints can be raised via phone, email, or post during our specified operating hours: 9:00 AM to 5:00 PM on weekdays, and 10:00 AM to 2:00 PM on Saturdays (excluding bank holidays). Each communication method is designed to provide flexibility, ensuring that customers can choose the mode of communication that best suits their needs.

Phone	0818924851
Email	complaints@ifatelecom.ie
Post	IFA Telecom Support, Irish Farm Centre, Bluebell, D12 YXW5

## 2.2 Handling of Complaints

At IFA Telecom, we prioritise swift and effective complaint resolution by acknowledging all complaints within 1-2 working days. Upon receipt of a complaint, we will promptly send an acknowledgment to the customer via your chosen communication method, indicating our active involvement in investigating and resolving the matter. Our dedicated complaints team reviews each concern, tracks progress and works diligently to resolve issues in a timely manner, ensuring that customers feel heard and valued throughout the process.

## 2.3 Response Timeframes

Response times for complaints vary based on the nature of the issue. Billing complaints aim to be resolved within 5 working days, repair complaints within 2-4 working days, installation complaints within 10 working days, and miscellaneous complaints within 10 working days. External factors like weather conditions may occasionally impact these timelines, but transparent communication is maintained throughout the process.

Billing	Aimed to be resolved within 5 working days.
Repair	Aimed to be resolved within 2-4 working days.
Installation	Aimed to be resolved within 10 working days.
Miscellaneous	Aimed to be resolved within 10 working days.

While we strive to meet these timelines, external factors such as adverse weather conditions or unforeseen technical issues may occasionally impact our ability to resolve complaints promptly. We will not be held responsible for delays resulting from these external factors. Nevertheless, we remain committed to maintaining transparent communication throughout the process and will provide updates if timelines are likely to change.

## 2.4 Customer Updates

We provide regular service updates to keep our customers informed about the status of their complaints. For specific information regarding your complaint, please reach out to our Customer Services Team through the available channels, making sure to have your customer account number ready for efficient assistance. This ensures that we can provide you with accurate and timely information regarding your issue.

## **2.5 Resolution Process**

Upon receiving your complaint, our team will meticulously review the actions taken to address your concerns. We will take care to provide a detailed follow-up via phone or email, outlining the implemented resolutions and any further steps necessary to ensure your complaint has been effectively handled. Our goal is not only to resolve the issue at hand but also to ensure that you feel satisfied and valued as a customer. Feedback on the resolution process is always welcome, as it aids us in continuously improving our customer service practices.

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## **3. Customer Refunds**

### **3.1 Complaint Resolution**

We address customer concerns by offering case-by-case refunds to ensure fair resolution. Refunds may be applied as credits to your account or as discounts on future bills. The approval process is personalised based on assessments by our complaint handlers and is communicated promptly by our Customer Escalations team. Approved refunds are typically processed as credits to your IFA Telecom account.

### **3.2 Fault Reimbursement**

For service disruptions due to faults, reimbursement may be available in the form of account credits. Timely reporting of faults is essential for evaluating eligibility, covering the period from reporting to resolution. Quick reporting enables us to take prompt actions to restore efficient service.

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## **4. Disconnection Policy**

### **4.1 Payment Deadline**

Invoices must be settled by the due date, with a 14-day grace period. Failure to pay on time may result in restrictions on call and broadband services. You will receive reminders for overdue bills, and you will still have access to emergency services during this period.

### **3.2 Regarding Bad Debt**

If services are restricted due to unpaid balances, a termination warning will be issued. Failure to pay after the notice will result in account termination, during which emergency services will not be accessible. A final bill will be issued, addressing outstanding balances thereafter.

### **3.3 Regarding Fraud**

IFA Telecom will contact customers suspected of engaging in fraudulent activities. Providing a satisfactory explanation can prevent service termination. Engagement in fraud may lead to disconnection, although we will initiate dialogue before disconnection whenever possible. Any unauthorized access affecting third parties will result in service suspension until a resolution is achieved and all parties are satisfied.

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