

## Code of Practice

### How to Contact Us with a Complaint

If you would like to register a complaint, here are a number of different ways you can contact us.

#### **On-line:**

You can e-mail us your complaint via [info@ifatelecom.ie](mailto:info@ifatelecom.ie)

#### **By Phone:**

You can contact the Customer Care team directly on 1890 924 851, 9am – 6.00 pm (Mon - Fri) where you can speak to one of our Customer Care Executives and register your complaint. The Customer Care Executive will provide his / her own name and provide you with your unique reference number and acknowledge your complaint on the phone. Our aim is to resolve your complaint to your complete satisfaction. The Customer Care Executive 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:

IFA Telecom  
Irish Farm Centre  
Bluebell  
Dublin 12

#### **By Fax:**

If you wish to send us your letter of complaint by fax, you may fax us on 01 4509444.

What happens once we receive your complaint?

We will acknowledge all complaints received by letter, fax or e-mail within 12 working hours of receiving your complaint. We will provide you with your 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 as quickly as possible and to your satisfaction. Where possible we will resolve your complaint at first point of contact. When we receive your complaint we will categorise it into one of the following main categories:

Billing, Service Degradation, and Miscellaneous:

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

- Billing - within 5 working days of receiving the complaint
- Service Degradation - If your complaint falls under the category of Service Degradation we will respond immediately outlining the investigation procedure and the resolution timeframes envisaged.
- Miscellaneous - within 5 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 Executives in place to investigate and resolve your complaints.

If you are not happy with the Customer Care Executive 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.

He / she 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 General Manager.

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

#### IFA Telecom policy regarding non-payment of bills:

It is our policy here at IFA Telecom that bills due 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, 21 days if you pay by direct debit.

Should you disagree with any charges shown on your bill, you are requested to write or phone us before the date that payment is due. If the charges are incorrect, we shall, within 3 weeks of receipt of your query, amend and re-issue the bill with a new date for payment. Otherwise the full amount remains due. If you do not pay your account by the due date we may restrict your ability to make and receive calls. 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.

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

**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. Should you disagree with any charges shown on your bill, you are requested to write or phone us before the date that payment is due. If the charges are incorrect, we shall amend and re-issue the bill with a new date for payment. Otherwise the full amount remains due.

Other than in a case of manifest error by IFA Telecom, all charges shall be calculated by reference to the data recorded or logged by IFA Telecom. IFA Telecom's determination in respect thereof is final.

For the avoidance of doubt, you shall continue to receive a bill from your Access Provider for line rental and any other services not covered by the Agreement. Tariff Information.

In presenting tariff information, IFA Telecom is required to adhere to the principles set out in the ComReg Code for Tariff Presentation. This code requires the presentation of accurate and comprehensive tariff information that is accessible to the consumer. IFA Telecom complies with the Code, a full copy of which can be accessed on the ComReg website or on IFA Telecom's website, By clicking here

**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 Center, Lower Abbey Street, Dublin 1

Tel: 1890 229 668 or Fax: 01 804 9680

E-mail: [consumerline@comreg.ie](mailto: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](http://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](mailto:info@asai.ie)

Regtel

Crescent Hall, Mount Street Crescent, Dublin 2

Tel: 1850 741 741 or Fax: 1850 741 747

E-mail: [info@regtel.ie](mailto:info@regtel.ie)

Small Claims Courts

Information is available from your local District Court Offices.

This Code of Practice in no way infringes on your statutory rights.