

Code of Practice on Complaints for Domestic Broadband Customers

Our Commitment to you

At PrepayPower, customer satisfaction is important to us. If for whatever reason we have not met your expectations in relation to our products or services, we want to hear about it. We will do our best to resolve any issue or complaint to your satisfaction. This document, our Code of Practice on Complaints for Domestic Broadband Customers, outlines how you can raise a complaint, expect to have your complaint dealt with and our commitment to you in relation to resolving the complaint.

1. Who Can Raise a Complaint with Us

We will accept complaints from:

- Our customers who have experienced an issue with a product or service that we provide them.
- Non PrepayPower customers who have been impacted by our service or product.
- Recognised agencies or third parties who are confirmed as acting on behalf of the customer.

2. Our Complaint Policy

- a. We consider that you have raised a complaint if you personally (or an agency on your behalf) have raised any issue with our customer care team which required a response, action on our behalf or resolution and it has not been responded to or resolved to your satisfaction.
- b. All of our complaints are recorded and tracked by our experienced complaints handling team.
- c. We undertake to provide you with a satisfactory explanation of your issue, and if the complaint is upheld an apology and/or redress as appropriate.
- d. You may contact us with a complaint via any of the below:
 - Phone: [1800 911 663](tel:1800911663)
 - Email: broadbandcomplaints@prepaypower.ie
 - Chat: www.prepaypower.ie/support/complaints-process
 - Online: complete our online complaints form at: www.prepaypower.ie/complaints-form
 - Post: PrepayPower, Customer Experience, Paramount Court, Corrig Road, Sandyford, Dublin D18 R9C7
- e. If we have received your complaint via phone, chat, post, email or our online complaint form, we commit to acknowledging receipt of your complaint within 2 working days. We will provide you with a unique reference number, which will allow your complaint to be logged and tracked.



- f. If you would like to retain a copy of your complaint please send us a copy of your complaint via E-mail, Chat or by completing our online complaint form.
- g. Customers who are unable to communicate effectively in English or who may have additional communication requirements, may add a representative to their account to speak on their behalf or mediate in the case of a complaint.
- h. If your complaint relates to switching or a missed or delayed service appointment you may be entitled to compensation. For more information on these schemes please see below links
 - [Switching Compensation Scheme](#)
 - [Missed and Delayed Broadband Service and Installation Appointment Compensation Scheme](#)

3. Our Complaint Process

- a. In the event that you have a complaint, this section sets out in a step-by-step fashion how we will try to resolve the complaint with you.
- b. The high-level steps of our complaint process are as follows:
 - We will contact you to acknowledge receipt of your complaint (if received by phone, email, letter, online, chat) within 2 working days. If we were unable to resolve your complaint over the phone when you first called to raise it, we commit to contacting you within 2 working days of receiving your call. As part of this contact, we will attempt to resolve your complaint and if unable to resolve, gain a more thorough understanding of the details of the complaint.
 - If we have made no attempt to resolve your issue or contact you within 2 working days, we may deem your issue to be a complaint, and we will contact you to acknowledge receipt of your complaint within 3 working days from when the issue was raised to us.
 - We aim to respond to your complaint and agree a resolution within 10 working days.
 - If our front-line staff are unable to resolve your complaint due to its complexity, it will be escalated to our first escalation level – our Hypercare Customer Experience Team. Your complaint will be handled by an agent in the team who will provide you with their name, title and contact details (including email address) and will be a point of contact throughout this level of complaint resolution. We commit to contacting you with a proposed resolution, request for further information or confirmation that further investigation is required within 8 working days of the Customer Experience team receiving your complaint. If you are not satisfied with the resolution of the issue at this escalation level, your complaint will be escalated to the second escalation level.



- Your complaint will be passed to Senior Management who is the second escalation level. Senior Management will undertake a full analysis of the issue and will contact you with a final proposal for resolution within 5 working days. Senior Management will provide you with their name and contact details (including email address) and will be a point of contact for resolution at this stage of the complaint process. The final position will be supported by a written document (sent to you on a durable medium) detailing the proposal for resolution, the confirmation of complaint closure from PrepayPower's perspective as well as the contact details of ComReg for follow up or final escalation if you are not satisfied with the final resolution of the complaint and wish to raise it with ComReg.
- If we uphold your complaint, we may, at our discretion, reimburse you or make a payment to you in settlement of the losses you have incurred in relation to that complaint. The advisor dealing with your complaint will be able to issue any refunds to which you are entitled in circumstances where we consider this would be fair. Methods include cheque, credit/top up to the meter or debit/credit card refund. The method will be determined by the customer.
- We will do our utmost to resolve your complaint to your satisfaction. However, if you are not satisfied with the resolution of your complaint, you also have a right to seek independent advice regarding your complaint from ComReg:

Commission for Communications Regulation

- **Address:** Dockland Central, 1 Guild Street, North Dock, Dublin 1, D01 E4X0
- **Phone:** 01 8049668
- **Email:** consumerline@comreg.ie

