

## Swiftcall Code of Practice for resolving Customer Complaints

### Overview

Swiftcall provides a number of access facilities through which customer complaints can be reported. Our aim is to ensure that the complaints received are resolved within efficient time frames while also providing an excellent quality of service.

This activity is supported by the generation of internal reports that serve to classify the nature and level of complaints received. The internal communication of this information promotes not only the feedback necessary to generate complaint handling procedures, but enables us to efficiently manage the incidence of these complaints.

Our customer-care Code of Practice for customer complaint handling

1. How to contact us with a complaint
2. Resolution timeframes
3. Escalation procedures
4. Disconnection policy
5. Account closures
6. Our Customer Service guarantee
7. Useful contact information

#### 1. How to contact us:

- Phone: Customer Services lines are open between 9am and 5pm Monday to Friday [excluding some bank holidays]. By calling 1890 851 727 from a mobile you can speak to one of our Customer Services Agents who will deal with your complaint. Outside of office hours a voicemail facility is available for customers who wish to leave a message.

- Letter: If you prefer to put your complaint in writing you can send a letter to the following Freepost address:

Swiftcall Long Distance, Customer Services Department, 292 Merrion Road  
Booterstown, Dublin 4.

- Fax: you can fax your complaint to (01) 269 4388. You should include your customer account number and a contact telephone number so that we can deal with your complaint quickly and efficiently.

- Email: you can email your complaint to support@swiftcall.com. You should include your customer account number and a contact telephone number so that we can deal with your complaint quickly and efficiently.

#### 1.2. What happens once we receive your complaint?

We will acknowledge all complaints received by letter, fax or email within 2 working days of receiving your complaint. Every effort will be made to resolve all issues immediately. Where this is not possible we will provide you with a unique reference number and inform you of the length of time we expect it to take to investigate and resolve the complaint.

#### 2. Resolution timeframes:

Swiftcall endeavour to resolve all complaints as quickly as possible and to your satisfaction. Where possible your complaint will be resolved on the first point of contact. We have set procedures for dealing with specific types of complaints

#### 2.1. Installation:

No installation is required to avail of our Service.

#### 2.2. Service Degradation/Repair:

Customer Service Agents will test all line faults immediately. Faults that persist will result in the generation of a Trouble Ticket that in turn is sent to our Technical Team to investigate. We will respond to you immediately informing you of the action to be taken, assigning a unique reference to your query and informing you of the length of time it is envisaged it will take to resolve the issue. Once the issue has been resolved we will respond to you with the outcome, usually within 2 working days. Where a swift solution is not found we will update you regularly of our progress

#### 2.3. Billing queries:

All complaints in relation to billing can usually be handled at first point of contact. Customer Service Agents can refund calling credit where it is deemed appropriate. Where the agent is unable to resolve the issue on the spot we will provide you with a unique reference number and inform you of the timeframe within which we expect to resolve the problem. (Usually within 5 working days).

#### 2.4. Credit Card queries:

Customer Service Agents will establish if a credit card has been charged incorrectly and then send a refund request to the Administration Team who will process the refund within 5 working days. All refunds are processed the same day each week.

#### 2.5. Non-connection:

Customer Services Agent can usually deal with non-connection problems at first point of contact that are related to user difficulty. Where there appears to be a technical reason for the calls not connecting the Customer Services Agent will raise the issue with our Technical Team and assign a unique reference number to the complaint. Swiftcall shall respond within 4 working days and shall endeavour to resolve all non-connection complaints without delay.

#### 3. Escalation Procedures:

If you are unhappy with the way in which our Customer Service Agents are handling your complaint you can request to have your complaint escalated to a Customer Services Supervisor. He or she will discuss the complaint with you and reach a satisfactory solution. If, having spoken with the Customer Services Supervisor you are still not happy with the way that your complaint is being handled you can ask for the matter to be escalated to the Commercial Operations Manager. Once you are happy with the solutions provided for your complaint, the matter will be closed and the complaint details will be kept on file for one year.

#### 4. Disconnection policy:

Swiftcall accounts will expire automatically if they remain unused for 180 days and the remaining balance is non-refundable. If you wish to keep your account active it will be necessary to make one call in every six month period. If your account expires and you try to make a call you will hear the following message

‘Swiftcall regret that your call cannot be completed at this time. Please call our customer services on 1890 851 727 from Monday to Friday between 9am and 5pm. Thank you’

If you call one of our Customer Service Agents during this time your account can be re-activated for you. You will be required to provide your chosen password or other unique information about your account in order to proceed.

#### 5. Account closure procedure:

If you would like to close your Swiftcall account it will be necessary to notify Swiftcall in writing with the following information:

- Account number
- Name and Address
- Password

To:  
Swiftcall Long Distance,  
Customer Services Department  
292 Merrion Road,  
Booterstown,  
Dublin 4.

Swiftcall will close your account and refund the remaining balance provided your account is still active and the balance is € or more.

#### **6. Customer service guarantee scheme\*:**

Swiftcall is committed to providing customers with an efficient customer service. As part of this ongoing commitment, where Swiftcall fails to meet its response standard of customer service referred to in paragraph 2 and a complaint made on such basis is upheld, a customer will be entitled to claim a service guarantee payment as compensation\*. Any such payment shall take the form of an account credit to such customer's account.

#### **7. Useful addresses and telephone numbers:**

You can seek independent advice regarding 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: 01 660 8766 or Fax: 01 660 8113**  
**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**

\* Terms and conditions apply: An account credit of € shall apply. A credit shall not apply if the delay is due to circumstances beyond Swiftcall's reasonable control including but not limited to industrial dispute, fire, weather conditions or the failure by any third party that Swiftcall relies on.

NOTE: Nothing in this Code of Practice forms part of any contract between Swiftcall and its customers. Swiftcall's standard terms and conditions apply to its products and services.

Swiftcall Codes of Practice

**SWIFTCALL**

THE LOW COST INTERNATIONAL  
PHONE GROUP