

Bluebox Customer Complaints Code of Practice

How are complaints from our customers handled?

Despite our best efforts from time to time things can go wrong. In the unlikely event that the level of service does not meet your expectations, it is important we hear from you.

Contacting us gives us the opportunity to correct any shortcomings, but more importantly helps us learn and improve the levels of service we provide to all our customers.

If you have a complaint, please speak with one of our Customer Support Advisors, who will do what they can to fix the issue straight away.

If you are not happy with what we have done, you can escalate your complaint by submitting it to us in writing at any time.

What to expect once you've registered

If you choose to write to us, we'll review your complaint fully, considering all the points raised in your correspondence and also the details held in our records.

Please note, all formal complaints must be done in writing by letter or email, the contact details shown below. Please ensure that you include your account number, name and your address to help us locate your details and resolve your complaint as quickly as possible.

We will contact you within 24 hours to acknowledge we have received the complaint

Correspondence should be addressed to

Customer Complaints

BlueBox Broadband

Unit 16 Skeoge industrial Estate

Derry /Londonderry

BT48 8SE

Email: *Broadband@nwewireless.com*

Resolution timeframes

Below is a list of complaint categories and time frames. If we cannot resolve your query immediately we aim for the following:

Billing: 3-5 working days

Sales Queries: 3-5 working days

Network or service issues: 3 working days

Fault Escalations: 3-5 working days

Miscellaneous: 14 working days

Occasionally more complicated issues may take longer to resolve than the time frames above. If this is the case, we will let you know how long we expect it to take and will update you on our progress.

We will keep records of your complaints for at least one year, please note if we do not hear from you within 28 days the complaint will be closed (we will do our best to contact you before doing so).

Escalation Procedures

Our dedicated customer Support team are in place to deal with your complaint. If you are not happy with the way in which we handle your complaint you can ask for it to be escalated to the Customer Relations manager.

The manager will contact you via email within 48 hours of receiving the escalation.

Disconnection policy

We issue our bills once a month, with the payment due date set out in the bills. If you have not paid your bill by the due date, we will display a message on your screen to contact our accounts team.

Please note, any account which fails to pay any amounts owing to NWE within 30 days may be disconnected at any time as per the Customer Agreement.

What can you do if you're unhappy with our response?

Alternative dispute resolution

If you consider we have not been able to resolve your complaint satisfactorily, and 8 weeks has elapsed, or you have received a deadlock letter from us, you may make a complaint to CISAS: Communications & Internet Services Adjudication Scheme

CISAS is an independent alternative dispute resolution scheme, whose contact details are as follows:

Address:

CISAS
International Dispute Resolution Centre
70 Fleet Street, London, EC4Y 1EU, United Kingdom

Email: info@cisas.org.uk

Tel: 02075203827

Fax: 020 7520 3829

If you are hard of hearing and have a text phone you can call on 020 7520 3767