



# CUSTOMER COMPLAINTS CODE

We do everything we can to provide our customers with the best possible service. Nevertheless, if you wish to complain, this document sets out the steps we will follow to resolve your complaint in a timely manner. The Alternative Dispute Resolution (ADR) process is also explained.

You can raise a complaint by contacting us:

- By telephone on 01869 722 861 (free service + local call fees) Monday to Saturday from 09:00 am to 19:00 pm;
- Via Your "my konnect" Customer Space; or
- By letter addressed to Eutelsat S.A.– Konnect Service Management Client – 32, Boulevard Gallieni - 92130 Issy-les-Moulineaux – France.

## Step 1

Contact our Customer Service either by telephone, via your "my konnect" Customer Space or by letter and explain your problem. You will need to provide us with all relevant information regarding your complaint and how we can resolve this for you.

We will try our best to resolve your complaint within fifteen (15) days, by reverting to you with a plan of action. If we have been unable to speak with you directly, we will contact you in writing outlining our findings and what we can do to resolve your complaint.

If we are unable to resolve your complaint to your satisfaction within said fifteen (15) days, you are invited to contact us again and ask to escalate your issue to a manager for further action (please note that in the event we do not hear back from you within 28 days of the plan of action being communicated, we will consider the matter solved).

## Step 2

Once you contact our Customer Service (by telephone, via your "my konnect" Customer Space or by letter) to explain why you consider your complaint has not been resolved to your satisfaction, we will reply to you as quickly as possible. In any case our reply will be within fifteen (15) days of your contact with us to reach a resolution with you and/or propose a new plan of action. If we have been unable to speak with you directly, we will contact you in writing outlining our findings and what we can do to resolve your complaint.

If we are unable to resolve your complaint to your satisfaction within said fifteen (15) days, you are invited to escalate your complaint to the ADR (please note that in the event we do not hear back from you or from the ADR within 28 days of the new plan of action being communicated, we will consider the matter solved).

**Before making an application, please first check that the following conditions have been met:**

- You have already complained to the company in the first instance
- At least eight weeks have passed since you first complained to them or you have received a deadlock/ ADR letter.

## Step 3



## Alternative Dispute Resolution (ADR) Process

OFCOM requires Communication Providers to ensure they have a Code of Practice for handling complaints for domestic and small business customers. This includes ensuring that customers are aware they can refer their complaint to an Alternative Dispute Resolution Scheme (ADR). The ADR is an independent arbitrator who will assess cases for consumers and small businesses and make a judgment to resolve the issue.

In the event that:

- 8 weeks have passed since the day we first received your complaint and you are still not satisfied with our response; OR
- you do not consider the proposed outcome of our investigation into your complaint to resolve your complaint to your satisfaction, but we do not intend to take additional steps to resolve your complaint to your satisfaction;

we will issue an ADR Letter to you and you will be able to refer your complaint to an ADR. The ADR is an independent intermediary who will examine the case from both sides and take a decision they think fair for resolution of the issue (please note that we may decline to issue the ADR Letter if we have reasonable grounds to consider we can resolve your complaint in a timely manner and are taking steps to do so; if the complaint can be considered vexatious; or if the subject-matter of the Complaint is outside the jurisdiction of the ADR scheme).

Our ADR Scheme is managed by the Communications & Internet Services Adjudication Scheme (CISAS) and you can submit a claim to them online on the following link: <https://www.cedr.com/cisas/> or by writing to them at the following address:

CISAS  
70 Fleet Street,  
London EC4Y 1EU.

If you require a hardcopy of this code, you may download this document.