

Clear Mobile Complaints Code of Practice

We have a clear and simple process for you to raise any queries or complaints with us.

First Point of Contact

If you have any issues or queries about our products and services, your first point of contact will be with our customer care team. They are fully equipped to resolve your query; we aim to do this as quickly as possible and to your satisfaction. Our customer care agents can be reached by Live Chat on our website, clearmobile.ie/help.html, or through our social media channels. You may also choose to write to us at the following address. Please include your account details and contact number :

Address: Clear Mobile,
Mountainview,
Leopardstown,
Dublin 18, D18 XN97
Ireland

You may contact us by phone on 1800 11 11 29

Escalation Process

Our customer care team always aim to fully resolve your query on the first attempt. You will be provided with a complaint reference when you call. We will provide you with a 12 digit complaint reference number.

If you believe your query has not been resolved to your satisfaction, please ask to be referred to a manager or team leader. If the team leader or manager is not available to speak to you immediately we can arrange a call back within 48 hours at a time that suits you. We will provide you with your 12 digit complaint reference if a callback is required so you have a reference for your case. You may contact our "Complaints team" by phone on 1800 11 11 29 with your complaints reference number

If, after speaking to our customer care team, you still feel that we have not dealt with your complaint appropriately then we can further refer your complaint to our Customer Escalations team.

Complaints

Definition

According to the Commission for Communications Regulation ('ComReg'), a complaint means:

“an issue raised by an end-user to an undertaking relating to that undertakings product or service or its complaints handling process where the issue remains unresolved following an initial attempt by the undertaking to resolve it or where there has been no attempt by the undertaking to resolve it and the end-user expresses dissatisfaction, through one of the channels set out in the code of practice, that the issue remains unresolved.”

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Acknowledging your complaint

Once you've escalated a complaint to us, our Customer Escalations team will reply to you within two working days to acknowledge your complaint. This email will contain the following:

- Confirmation that the complaint is recorded;
- A timeframe for resolving your complaint;
- The unique reference number you submitted with the complaint, which will be used to identify and track your case;
- The contact details of the Customer Escalations team;
- The next steps in the process; and
- A link to this Code of Practice.

Recording your complaint

We will keep a record of your complaint. These are the details we will record:

- Your name, account number and contact details including a phone number;
- The date the complaint was raised and dates of all communication throughout the life cycle of the complaint to final closure;
- A copy of the written complaint or notes made from the voice/online communications with you relating to the complaint; and
- All communications with you including details of the response to the complaint, final resolution and any determination in respect of the complaint with associated documentation.

¹ Electronic Communications Complaints Handling Code of Practice - Response to Consultation and Decision, ComReg 17/62 D04/17

In line with our Data Retention Policy we will retain these details on our system for a minimum period of one year. For legal reasons customer information may be held for up to 7 years.

Resolving your complaint

Upon receipt of your complaint, the Customer Escalations team will review the issue and you will be contacted by them on or before the next working day. You will be assigned a member of the team to deal directly with your complaint and you will be given their contact details.

We will endeavour to resolve all complaints promptly. Within 10 working days, the Customer Escalations team should be able to propose a final resolution to your problem

However, where a final resolution cannot be provided within 10 working days we will provide you with an appropriate timeframe for resolution, details of our ongoing resolution process, and details for contacting ComReg. If we have been unable to resolve your complaint to your satisfaction within 10 working days you may refer the case to ComReg for further investigation.

Refunds

Refunds will be granted on a case by case basis, depending on the details of the complaint. Our Customer Escalations team will let you know if you are eligible. Where a refund is granted, it is typically applied as a credit to your Clear mobile account. If you wish, an electronic payment can be issued. This may take up to 15 working days to be processed.

Statutory Rights and Independent Bodies

Our Code of Practice does not affect your Statutory Rights as a consumer. If you are not satisfied with our response to your query, you can still seek independent advice from a number of independent bodies listed below.

Commission for Communications Regulation (“ComReg”)

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission) and the postal sector in Ireland.

Consumer Line: (01) 8049668

Address: 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0

www.comreg.ie

consumerline@comreg.ie for consumer queries

The Competition and Consumer Protection Commission (the “CCPC”)

The CCPC is the statutory body responsible for enforcing consumer protection and competition law in Ireland.

Consumer Helpline: 1890 432 432 or 01 402 5555

Address: Bloom House, PO Box 12585, Railway Street, Dublin 1.

www.ccpc.ie

Advertising Standards Authority of Ireland (ASAI)

The ASAI is an independent self-regulatory body set up to ensure highest standards of marketing communications by commercial bodies in Ireland.

Tel: (01) 613 7040

Address: Ferry House, 48 Lower Mount Street, Dublin 2.

www.asai.ie

Data Protection Commissioner (“DPC”)

The DPC is responsible for upholding the rights of individuals as set out in the Data Protection Acts 1988 and 2003 and enforcing the obligations upon data controllers.

Tel: 1890 252 231

www.dataprotection.ie

European Commission Online Dispute Resolution

Under EU Regulations Consumers who have a complaint about goods or services purchased on-line have a right to refer their complaint to an independent dispute resolution agency via the following link: ec.europa.eu/consumers/odr/

Small Claims Court

To contact the Small Claims Court, see your telephone directory under Courts Service for your local office or visit the following website for further information: www.courts.ie

Updated January 2021