

UPC Charter for Residential customers

Introduction

UPC is in the middle of a digital revolution - and it is changing everything in our industry. Today, our residential customers can make connections and access more information, entertainment and ideas than ever before. Customers have a whole world of experiences at their fingertips, delivered through the services on offer - Broadband, TV, Telephony.

Our Vision

'Simply for Everyone'.

'We believe that this amazing, but often complex digital world is for everyone. To make this happen, we will bring simplicity and a real human touch to everything we do'.

Empowering Employees

All of our employees are trained to the highest standards to respond to particular customer queries or provide information on products that may best suit your needs. We will always endeavour to ensure that employees have all relevant information they may need to deal with your query.

Targets and Objectives

UPC is committed to ensuring customers receive "best in class" customer service.

Our customer service commitment to you is to:

- Treat you with courtesy and respect
- Listen carefully to your needs
- Provide clear and accurate information on new products and pricing and any associated charges applicable to these

Where you sign up for new products and services we aim to:

- Install new services within five working days of your request
- Adhere to agreed appointment times or tell you in advance if there is any change to this
- Where contact details have been provided, confirm house appointments in advance of arrival

For queries in relation to the quality of service of your existing products, we will:

- Answer all sales and service-related calls in a timely fashion
- Resolve any service-related call directly with you at first point of contact. Where this is not possible, investigate and resolve all reported faults within three working days
- Resolve any faults requiring more substantial work within five working days
- Agree a mutually acceptable resolution time for complex faults that will take longer than five working days

In the event we cannot meet the targeted service levels outlined above, we will pro actively communicate this to you and agree a mutually acceptable way forward.



Payment & Credit Policy

It should be noted that all UPC services are subject to the general terms and conditions of your service agreement. These are available on the relevant product page on the UPC website: www.upc.ie. UPC is committed to produce, in a timely manner, a bill that is correct, easy to understand, and which our customer receives promptly. A copy of this can be accessed via "My UPC" on www.upc.ie.

Customers wishing to query their bill can do so via our website, www.upc.ie, by contacting us on customer.support@upc.ie or by calling us on 1908.

1. Billing & Payment Options

eBilling

UPC offers a paperless eBilling service for its customers whereby you can view current and the past eleven bills online by registering for My UPC. UPC encourages customers to sign up for our eBilling service; simply logon to www.upc.ie then follow the simple registration steps for My UPC. Once completed, you will be able to view your bills online, set up a direct debit, pay by Credit or Laser Card or log simple bill queries.

Direct Debit

Direct Debit is one of the most efficient ways of settling your account and ensures no interruption of service should there be a delay in payment of a bill. If you choose to pay by direct debit, you will only receive a bill notification by paper or text if your bill amount changes. Remember, once you've registered for My UPC, you can access your bills online anytime.

Other Payment Options

Customers who do not wish to pay by Direct Debit can choose from a range of payment options - by Credit or Laser card on our website or via our automated telephone service. Customers who prefer to pay with cash can make a payment at any Payzone merchant or at the local Post Office. Customers should note that a €3 non-direct debit fee will be charged on accounts without an active direct debt.

2. Credit Terms

UPC Ireland bills for all products and services in advance and all invoices are payable 14 days from date of Invoice on the Payment Due date shown on your invoice. Accounts that are not paid in full by the Payment Due date are deemed to have exceeded the UPC credit terms

3. Suspension & Disconnection Policy

Accounts that exceed the Credit Terms risk having their service(s) suspended or even disconnected. Accounts that include the Voice service also risk having outbound calls barred. A late payment fee may be applied if the amount payable is not received by the date specified on the bill. UPC will endeavour to remind customers of outstanding balances that need to be settled if suspension of service is to be avoided. Customers will be liable to pay for their service for the period of suspension of service. If, after suspension of service, an account is still outstanding, this will be scheduled for disconnection. When this happens, the customer will no longer be able to access any UPC service and we will send them a final bill. UPC will continue to follow up on all outstanding balances after the final bill is issued.

Subsequent reconnection of service will incur a reconnection fee and full settlement of all arrears before reconnection can be completed. We encourage all customers experiencing payment difficulties to contact us immediately on 1908.

Voluntary Disconnection Policy

Should a customer wish to cancel one or more services, please call 1908 and an agent will advise you of the best course of action. All product cancellations require 30 days notice in advance of the anticipated date of disconnection.

A cancellation fee of €100 will apply to any customer who cancels service before the end of their 12-month contract.

Customers wishing to downgrade any of their packages will be subject to a downgrade charge of €15 per package.

Marketing Policy

UPC aims to ensure that our marketing and promotional material is accurate and specifies the product being marketed.

UPC uses personal information for purposes consistent with the terms of our contract agreement with the customer. Any customer who wishes to opt out of future marketing promotions needs to register this with the customer call centre (1908).

Once this request has been received, confirmation will be sent that details have been removed from our marketing database.

Customers should be advised that this 'opt-out' will take up to 28 days for electronic marketing and up to 40 days for direct marketing.

Code of Practice for Customer Complaints

Should you wish to make a formal complaint in instances where we have been unable to resolve a matter to your satisfaction, a complaint can be registered with our Customer Service team. The complaint will be logged on our Customer Service System on the day it is notified to us. It will be tracked and escalated to ensure quality of resolution within the timescales outlined below.

In the event UPC upholds your complaint, you may be entitled to redress commensurate with the nature of the complaint and the relevant product charge.

Resolution Timeframes:

Where possible, we will resolve your complaint at first point of contact.

Our aim is to acknowledge complaints within 2 working days and to work with the customer in an effort to resolve within 20 working days.

In the event we cannot meet our targeted service level, we will pro actively communicate this to you and agree a mutually acceptable way forward.

Escalation Team

If you are not happy with the way in which your complaint is being handled, you can request to have the matter escalated.

If, further to review of your complaint by the Supervisor/Manager, you still feel that we have not dealt with it satisfactorily, you can request for the matter to be reviewed by the Head of Customer Care and feedback will be provided to you in due course.

How to register a complaint

There are a number of ways in which you can register a complaint.

You will need to reference your account number and, in any written correspondence, should outline the nature of the complaint.

By freephone:

Customer Care Centre: Freephone 1908

Opening hours: Monday - Saturday: 9am to 10pm, Sunday: 10am to 10pm, Bank holidays: 10am to 10pm

By letter:

A letter outlining the nature of the complaint and associated account numbers addressed to:

Complaints Department, UPC Ireland, PO Box 465, Limerick Enterprise Development Park, Roxboro Road, Limerick.

By email:

Email outlining the nature of the complaint and associated customer account number to: customer.support@upc.ie