

ChorusNTL Charter for Residential customers



Introduction

ChorusNTL (a UPC company) is in the midst 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. They have a whole world of experiences at their fingertips delivered through the services on offer - Broadband, TV, Telephony.

Our New 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'.

Targets and Objectives

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

Where difficulties arise, our Customer Service Centre will do everything possible to resolve these within the time frames referenced below.

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

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

- Answer all service related calls within a reasonable timeframe
- 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 agreeable resolution time for complex faults that will take longer than five working days

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

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.

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. To this effect we endeavour to ensure that employees have all relevant information they may need to deal with your query.

Payment & Credit Policy

It should be noted that all ChorusNTL services are subject to the general terms and conditions of your service agreement. These are available on the relevant product page on the ChorusNTL website: www.upc.ie

ChorusNTL is committed to issuing accurate customer bills - a copy of which can be accessed via 'My UPC' on www.upc.ie.

Any customer who wishes to query a bill should email us at customer.support@upc.ie or contact us on 1908.

Payment & Credit Policy

We are committed to calculating the customer's bill accurately. If the customer has a bill query, it can usually be answered over the phone.

1. Payment

ChorusNTL encourages customers to sign up to direct debit as it 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.

Customers can however also pay their bills on 'My UPC' portal at www.upc.ie, online banking, laser or credit card via our automated phone system, or via paypoint. Customers should note that a €3 non direct debit fee will be charged for settlement of accounts via any payment method other than direct debit.

2. Credit Terms

Credit Terms for all ChorusNTL services are 14 days from the date of invoice indicated on each bill. Customers are required to settle their bill by the Payment Due Date provided. Payment transactions other than direct debit can take up to 5 days to process and customers should allow for this.

3. Suspension & Disconnection Policy

Accounts that exceed the Payment Due Date risk having their service(s) suspended or even disconnected. Accounts that include the Voice service also risk having outbound calls barred if the account is not paid by the Payment Due Date. ChorusNTL 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 ChorusNTL service and we will send their final bill which must be paid immediately. ChorusNTL will continue to follow up on all outstanding balances after the final bill is issued. This may involve issuing legal proceedings.

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 €10 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 our 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, a letter confirming contact details have been removed from our marketing database will be sent to the customer.

Customers should be advised that this 'opt-out' will take up to 40 days and may therefore continue to receive mail for that time.

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.

In all other instances we will acknowledge complaints within 2 working days and aim to resolve these 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.

Exceptional Circumstances that are beyond our control:

- Extreme weather conditions (e.g. storm, lightning, flooding)
- Serious damage to telecommunications equipment caused by a third party
- When a customer is unavailable to have their fault repaired within two working days
- When the customer agrees to an appointment date in excess of two working days
- Internal wiring and/or alternative telecommunication equipment within the customer premises or a third party property

UPC will retain all records pertaining to complaints for at least one year after resolution of the complaint. Any information about you or your affairs, which you provide to UPC, will be treated in strict confidence. UPC is registered under the 1988 & 2003 Data Protection Acts.

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, ChorusNTL a UPC company, PO Box 465, Limerick Enterprise Development Park, Roxboro Road, Limerick.

By email:

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

Useful addresses and telephone numbers

Registering a complaint does not affect customer's statutory rights and customers can still seek independent advice from any of the independent bodies listed below:

Advertising Standards Authority for Ireland (ASAI)

IPC House
35-39 Shelbourne Road
Dublin 4
Tel: (01) 660 8766
Fax: (01) 660 8113
www.asai.ie

The ASAI is the independent self-regulatory body set up and financed by the advertising industry and committed, in the public interest, to promoting the highest standards of marketing communications such as advertising, promotional marketing & director marketing.

Broadcasting Complaints Commission (BCI)

2 - 5 Warrington Place,
Dublin 2.
Tel: (01) 644 1200
Fax: (01) 676 0948
www.bci.ie

The BCI is an independent statutory organisation responsible for a number of key areas of activity with regard to television and radio services in Ireland. The key functions of the Commission include the licensing of independent broadcasting services including the additional licensing of television services on digital, cable, MMDS and satellite systems; the development of codes and rules in relation to programming and advertising standards and the monitoring of all licensed services to ensure that license holders comply with their statutory obligations and terms of their contracts.

Commission for Communications Regulation (ComReg)

Block DEF, Abbey Court
Irish Life Centre
Lower Abbey Street
Dublin 1
Tel: (01) 804 9600
Fax: (01) 804 9680
www.COMREG.ie

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

National Consumer Agency (NCA)

4-5 Harcourt Road
Dublin 2
Tel: 1890 432 432
Fax: +353 1 402 5586
www.nca.ie

The National Consumer Agency is a statutory body established by the Irish Government in May 2007. It aims to defend consumer interests and to embed a robust consumer culture in Ireland.

Regulator of Premium Rate Telecommunications Services Ltd. (Regtel)

Crescent Hall
Mount Street Crescent
Dublin 2
Tel: 1850 741 741
Fax: 1850 741 747
www.regtel.ie

Regtel is the Independent Regulator of the content and promotion of Premium Rate Telecommunications Services.

Data Protection Commission

Canal House
Station Road
Portarlinton
Co. Laois
Lo Call 1890 252 231
www.dataprotection.ie

The office of the Data Protection Commissioner is established under the 1988 Data Protection Act, which was passed on the 13th July 1988, and came fully into force on the 19th April, 1989. The Data Protection Amendment Act, 2003, updated the legislation, implementing the provisions of EU Directive 95/46. The Acts set out the general principle that individuals should be in a position to control how data relating to them is used.



Valid as of December 1, 2008