

UPC Charter for Residential Customers

Introduction

UPC is at the heart of a digital revolution which is changing everything in our industry. Today our residential customers can make more 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 we offer - Broadband, TV and 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 any query or to provide information on products that may best suit your needs. We do all we can to ensure that our employees have all the relevant information they may need.

Listen to Our Customers

We listen to our customers' feedback and experiences to ensure we continuously improve our services and offerings.

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 these.
- Ensure we capture all relevant contact details for you.
- Where contact details have been provided, confirm 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 promptly.
- Resolve any service related call 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.

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



Payment and 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 our website: www.upc.ie

UPC is committed to producing a bill that is correct and easy to understand, and which our customers receive promptly - a copy of this bill 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 email to customer.support@upc.ie or by calling us on 1908.

1. Billing and Payment Options

eBilling - UPC offers a paperless eBilling service which allows you to view your current and previous eleven bills online. We encourage you to sign up for our eBilling service; simply go to www.upc.ie then follow the simple registration steps for 'My UPC'. Once completed, you can also set up a Direct Debit, pay your bill 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 - 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 outlet displaying the Payzone logo or at a local Post Office. Customers should note that a €3 non-Direct Debit fee will be charged per invoice on accounts without an active Direct Debit.

2. Credit Terms

UPC bills for all products and services in advance and all invoices are payable 14 days from the 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.

Suspension and 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. 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 a final bill will be issued. UPC will continue to follow up on all outstanding balances after the final bill is issued. Subsequent reconnection of service may incur a reconnection fee and full settlement must be made of all arrears before reconnection can be completed.

Voluntary Disconnection and Downgrade Policy

If you wish to cancel one or more of your UPC 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 maximum cancellation fee of €200 will apply to any customer who cancels their service before the end of their 12-month contract.

Sales and Marketing Policy

UPC aims to ensure that our sales activity and our marketing and promotional material are fair, honest and transparent. We also endeavour to make all our communications as relevant as possible and to give customers options to receive communications in a format that is most convenient to them. We only use personal information in accordance with the terms agreed with the customer. Any customer who wishes to opt out of future marketing promotions needs to register this with us by calling 1908 or by emailing customer.support@upc.ie.

Code of Practice for Customer Complaints

If you wish to make a formal complaint in instances where we have been unable to resolve a matter to your satisfaction, this 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 resolution within the timeframes 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.

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

Resolution Timeframes

Whenever 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 the complaint within 20 working days. In the event we cannot meet our targeted service level we will 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 to a Supervisor/Manager. If 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 provide your account number as a reference 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 number addressed to: Complaints Department, UPC, 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