

# **OPTIC COMMUNICATIONS**

## **CUSTOMER CODE OF PRACTICE**

### **1. Introduction**

This Code of Practice provides a statement of the services available from Optic Communications; a trade name of Blueridge Telecom Systems, LLC registered in Delaware, United States, number 3452834 (Optic). It explains how we provide these services, and the key support services and company policies that underpin them. It describes your relationship with Optic – how you can, and should, contact Optic when you need help or want to change the services you have, and how we will respond. It also describes what you should do in the unlikely event of something going wrong.

The CoP is consistent with European and Irish legislation covering such codes. We review the CoP regularly and at least annually to ensure that it continues to comply with European and Irish legislation and where necessary seek guidance from ComReg, the Irish communications regulator.

### **2. Optic**

Optic is a long-distance telecommunications service provider authorised to provide services in Ireland under Regulation 4 of the European Communities (Electronic Communications Networks and Services)(Authorisation) Regulations 2003.

We currently operate in Ireland, the United Kingdom and the United States. We offer long-distance fixed line voice telephony services primarily to small and mid-sized businesses through Carrier Preselection. Carrier Preselection with Optic is available for the following options: Line Rental, All Calls, National Calls, International Calls, or National and International calls. Line Rental is not available exclusively without selection of a call charges option.

Please contact our Sales Office – see below – to find out if you are able to take advantage of Optic’s service, or alternatively check our website at [www.optictelecom.ie](http://www.optictelecom.ie).

### **3. How to contact us**

There are a number of ways you can contact us, and we will be able to answer your questions and explain our services to you.

- For customer services, sales: Tel: 1800 778 450\*; Facsimile: 1800 778 451.
- For customer care (billing, repairs, maintenance, complaints and general matters): Tel: 1800 778 452\*; Facsimile: 1800 778 454.
- For rate information advisers (billing and rate matters): Tel: 1800 778 455\*; Facsimile: 1800 778 456

\* Calls are free except from some mobile phones.

Network Analysts are available to discuss our services during normal business hours generally from 8 am to 8 pm Monday to Friday, except for holidays. Or you can contact us via our website at [www.optictelecom.ie](http://www.optictelecom.ie) or e-mail us on [info@optictelecom.com](mailto:info@optictelecom.com).

#### **4. Our obligations**

As a long-distance telecommunications service provider in Ireland, Optic has a number of obligations to its customers as set out in Irish legislation and decisions of ComReg. The formal details of the general terms and conditions of our contractual relationship with customers can be found on our website at [www.optictelecom.ie](http://www.optictelecom.ie). Contact us by e-mail on [info@optictelecom.com](mailto:info@optictelecom.com) for more information.

Service to any or all Customers may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and similar activities necessary for proper or improved operations. Where practical, we endeavour to give customers advance warning of any service interruption and conduct. We endeavour to minimise the disruption caused by any temporary interruption or curtailment of service. If you have any questions concerning repair and maintenance, you can contact us on 1800 778 452 during our normal business hours (generally from 8 am to 8 pm, Monday to Friday, except for holidays).

Please note that as a Carrier Preselection operator, we are not responsible for the maintenance and repair of your telephone line. If you are experiencing technical difficulties in relation to your line or your equipment, you should contact 1800 778 452. If you are unsure whether your problems relate to our service or your line, our customer service representatives will be glad to help you.

#### **5. Pricing**

In presenting tariff information, Optic is required to adhere to the principles set out in the ComReg Code for Tariff Presentation. This Code requires the presentation of accurate and comprehensive tariff information that is accessible to the consumer. Optic complies with the Code, a full copy of which can be accessed on the ComReg website at [www.comreg.ie](http://www.comreg.ie).

#### **6. Disconnection Policy**

We have the right to refuse or discontinue service to customers in accordance with the Terms and Conditions of our contract.

We have the right to discontinue service for non-payment of bills 33 days from the date we post to your invoice all applicable charges for the immediately preceding billing period. We will give you written notice at least one week before we disconnect your service for non-payment of charges. If you have a billing complaint under investigation by us, we will not discontinue your service provided that you remit payment for the undisputed portion of the bill.

Service may also be discontinued or refused under the following conditions:

- (a) for your neglect or refusal to provide reasonable access to us for the purpose of inspection and maintenance of equipment owned by us;

- (b) if you indicate that you do not intend to pay for service used by you, whether your account is current or not;
- (c) in the event that your use of equipment or services adversely affects our equipment, financial status, or our service to others or in the event you tamper with equipment we furnish that is owned by us;
- (d) in the event of unauthorised or fraudulent use of our service;
- (e) when necessary for us to comply with any order or request of any governmental authority having jurisdiction; and
- (f) for any unauthorized or unlawful use of calling card numbers and/or authorisation codes issued by us or in the event you sell, attempt to sell or otherwise distribute calling cards and/or authorisation codes or attempt to do so without our prior written consent.

## **7. Resolution of Complaints: what to do if you are not satisfied with our service**

We are committed to serving its customers with unparalleled telecommunication services. However, we understand that, in our efforts to achieve this goal, sometimes misunderstandings occur. Consequently, Optic will strive to resolve promptly any disputes. If you are unhappy with our service, please contact us and let us know. It is through your feedback that we are able to review and improve the overall service we provide.

If you have a complaint, our formal complaints procedure is outlined below. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable timeframe.

If you are unhappy, we need to know about it as quickly as possible. To avoid delay, please contact us by:

- **Dialling** 1800 778 452 (available 8am to 8pm, Monday to Friday).
- **Writing** to: Optic Communications, Attn: Resolutions Department, 4380 Boulder Highway, Las Vegas, Nevada 89121, USA.
- Contacting us via the **Internet** at: [www.optictelecom.ie](http://www.optictelecom.ie) or by **e-mail** at [info@optictelecom.com](mailto:info@optictelecom.com).
- Sending a **fax** to 1800 778 454

We will acknowledge receipt of your complaint in writing or by telephone within two (2) working days of receipt of the complaint and will provide you with: (i) a unique complaint identity number; and (ii) notification as to when we expect to resolve your complaint. Please note that complaints forwarded to our US address may require longer processing time.

### **7.1 Resolution Goal**

Optic's goal is to resolve all your issues in a satisfactory manner. Our Customer Service Consultants will promptly attempt to accomplish this in a competent manner, and preferably

during the same telephone call. If this process is unsuccessful, the Customer Service Consultant will forward you to a Customer Care Manager, who will work with you directly to address your problem.

## 7.2 Rate Information Specialist Advisor

For specific rate or billing inquiries, Optic employs a team of Rate Information Specialist Advisors that will actively work with you to adequately resolve billing concerns. The Rate Information Specialist Advisor will carry out a detailed review of each billing concern and propose various means of resolution.

## 7.3 Final Review: Legal Resolution Advisor

If, after contacting the Customer Service Consultant and/or Rate Information Specialist Advisor, you feel that Optic has not dealt with your complaint adequately, you should request that your case be reviewed by a Legal Resolution Advisor. They will closely work with you to resolve your concerns to your satisfaction.

If you prefer, you can write to the Legal Resolution Department directly. For the address, please call free on 1800 778 458 or send a fax to 1800 778 457

## 7.4 Categorisation of Complaints

We will categorise complaints received from customers as follows:

- Billing dispute – we aim to resolve within 5 working days of receipt
- Miscellaneous problem – we aim to resolve within 10 working days of receipt
- Customer guarantee scheme – we aim to remit payment within 10 working days if we fail to resolve your dispute in accordance with the timescales detailed above.

If we are unable to resolve your complaint within the timescales set out above, we will make all reasonable efforts to ensure that you are informed of the expected timescale for resolution. If you have a billing complaint under investigation by us, we will not discontinue your service provided that you remit payment for the undisputed portion of the bill.

## 7.5 Protecting your privacy

At Optic, we gather and store information about our customers such as who you are, where you live, what services you use, and who is responsible for paying your bill. This information is used in accordance with our Data Protection Notice available on our website. Some of this information will be used to confirm that we are speaking to the appropriate person when we receive incoming calls. If you would like someone else to make a complaint on your behalf, you must inform Optic directly that someone else will be pursuing a complaint on your behalf by contacting our customer care team on 1800 778 452.

## 7.6 *Retention of complaint records*

We will retain records of all complaints for a period of one year following the resolution of the complaint.

## 7.7 Reimbursement of payments

If we uphold your complaint, you will be entitled to reimbursement of payments made and to payments in respect of losses incurred, in accordance with our Customer Guarantee Scheme, described below.

## 7.8 Commission for Communications Regulation (ComReg)

We will do our utmost to resolve your complaint to your satisfaction. However, if you are not satisfied with the resolution of your complaint, you may request ComReg to resolve the dispute. ComReg's role will be to ensure that Optic has complied with the terms of this Code of Practice and the Customer Guarantee Scheme. ComReg may specify a resolution to a complaint including the reimbursement of losses incurred in accordance with this Code of Practice.

Commission for Communications Regulation (ComReg)  
Block DEF  
Abbey Court  
Irish Life Centre  
Lower Abbey Street  
Dublin 1

Website: [www.comreg.ie](http://www.comreg.ie); [www.askcomreg.ie](http://www.askcomreg.ie)

Tel: 01 804 9600

## 8. Customer Guarantee Scheme

Optic operates a Customer Guarantee Scheme, which sets out the minimum service quality standards you can expect from us. Where we do not meet these standards, you may be entitled to a rebate or payment in settlement of any losses incurred.

Details of our Customer Guarantee can be found on our website at [www.optictelecom.ie](http://www.optictelecom.ie).

If you have a complaint regarding the application of the Customer Guarantee Scheme, you may bring this to our attention in accordance with the procedures set out above.

## 9. Independent advice

This Code of Practice does not affect your statutory rights. In this regard, you may also wish to seek independent advice from the bodies below:

Small Claims Court  
Aras Ui Dalaigh  
Inns Quay  
Dublin 7

Website: [www.oasis.gov.ie/justice/small\\_claims\\_court/small\\_claims\\_court.html](http://www.oasis.gov.ie/justice/small_claims_court/small_claims_court.html)

Office of the Director of Consumer Affairs  
4 Harcourt Road  
Dublin 2  
Website: [www.odca.ie](http://www.odca.ie)

Advertising Standards Authority of Ireland  
IPC House  
35/39 Shelbourne Road  
Dublin 4  
Website: [www.asai.ie](http://www.asai.ie)

The Regulator of Premium Rate Telephone Services (REGTEL)  
Crescent Hall  
Mount Street Crescent  
Dublin 2  
Website: [www.regtel.ie](http://www.regtel.ie)

#### **10. Communication with Customers**

This Code of Practice is available on our website at [www.optictelecom.ie](http://www.optictelecom.ie). If you do not have access to the Internet, or wish to receive this Code in another format, please call our Customer Care Line and we will send you a copy by other means.

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