

Optic Communications Customer Guarantee Scheme

In accordance with ComReg Decision Notice D16/03, Optic Communications has established a Customer Guarantee Scheme, which sets out the minimum service quality standards that Optic Communications customers can expect from Optic Communications.

- Optic Communications aims to respond to billing disputes and billing errors within 10 working days of receipt.
- Optic Communications aims to respond to miscellaneous and technical problems and issues with 10 working days of receipt.
- Issues and disputes not falling into the above categories will be handled on a case by case basis and responded to within 10 working days.

“Receipt of complaint” is defined as the receipt of your complaint (by phone, fax, email or post) at Optic Communications offices in Las Vegas, Nevada, United States. Complaints received via post at all other Optic Communications’ addresses are subsequently forwarded to our offices in Nevada, United States. Complaints forwarded by post are not deemed received until they are received at our offices in Nevada, United States.

All reimbursements necessary as a result of the above outlined issues will be in the form of call credits to customers’ account and will be posted to the account within 48 hours of customer complaint or dispute being upheld. “Billing Disputes” and “miscellaneous and technical problems” are matters which are specific to the provision of Optic Communications’ services. This Customer Guarantee Scheme is not applicable to disputes resulting from issues or problems, which are not solely under the control or the responsibility of Optic Communications. “Respond” is defined by Optic Communications as the completion of an internal investigation and issuance of a response, either verbally or in writing, by Optic Communications.