

imagine

BROADBAND
CODE OF PRACTICE



Code of Practice

Imagine prides itself on offering the highest quality communication services. Despite our best efforts, from time to time things can go wrong. In the unlikely event that our level of service does not meet your expectations it is important we hear from you. Contacting us gives us the opportunity to correct any shortcomings but more importantly helps us learn and improve the levels of service we provide to all our customers.

1. How to contact us with a complaint

If you have a complaint, there are a number of different ways you can contact us.

"Telephone"

Our dedicated Customer Service Team are available on Freephone 1800 938 100, Monday to Friday 9am to 8pm and Saturday 9am to 5pm. If you call outside of these hours, just leave us a voicemail and we'll call you back on the next working day. When we talk to you, the agent will give you their name and your unique ticket number and will acknowledge your issue on the phone. We do our best to resolve your issue on the spot, and to your satisfaction. Of course, sometimes we won't be able to do this, and if this is the case, we'll let you know how long we expect it will take to resolve your issue and will leave your unique ticket open until your issue is resolved and within 2 days of receiving your complaint, we will acknowledge it in writing and provide you with a copy of this code of practice.

"In Writing"

If you prefer, you can write to us or email us at the contact details below. Please make sure that you include your account number, name and your address to help us locate your account and resolve your issue as quickly as possible. When we receive this, we aim to contact you within 24 hours. If we can't resolve it there and then, the agent will give you their name and your ticket number and will give you an expected timeframe to have your issue resolved.

"Letter"

Escalations team
Imagine
Unit 6 Sandyford Business Centre
Blackthorn Road,
Dublin 18.

"Email"

Our email address is complaints@imagine.ie.

Resolution timeframes

Below are a list of issue categories and timeframes.

If we can't resolve your query there and then, these are the guideline times for resolution and within 2 days of receipt we will acknowledge it in writing.

Billing:	7 working days
Transfer of your line:	10 working days
Number Porting:	1 working day
Network or Service issues:	3 to 5 working days
Miscellaneous:	10 working days

Occasionally more complicated issues may take longer to resolve than the timeframes above. If this is the case, we will let you know how long we expect it to take and we will update you regularly on progress. We will let you know when each issue is resolved and will keep records of your issue for at least one year.

2. Escalation procedures

Our dedicated Customer Care Team are in place to deal with any of your queries but if you are not happy with the Customer Care Executive or the way in which they handle your complaint you can ask to have the matter escalated to their manager. The manager will discuss the issue with you and try to reach a satisfactory resolution. If, having contacted the manager you feel that we have still not dealt with your complaint satisfactorily, you can ask for the matter to be reviewed by the Head of Customer Care.

We also provide a complaints email address complaints@imagine.ie where you can put any escalation in writing.

If your complaint is not resolved within 10 working days from when you first logged it, you can escalate your complaint by escalating the matter as outlined above or to ComReg by contacting them using the details below. Once you are happy with the resolution of your complaint, the complaint will be closed on the complaint handling system.

3. Refunds

When your complaint is investigated it may be the case that you are entitled to a refund which will typically be applied to your account as a credit and will normally be applicable on your next bill. Refunds will be granted on a case by case basis, depending on the details of the complaint.

4. Disconnection policy

Your Imagine bill must be paid on or before the date specified on the bill. If you don't pay your bill when it's due, we will try to contact you by text message or email or telephone call and letter to remind you that your bill is overdue. Please make sure you keep your contact details with us up to date to make sure you receive all messages.

If we don't receive a payment, we may restrict your ability to make calls and to use your broadband connection. We will write to you to confirm this and to advise you of the next steps in the process. If your line is restricted you will still be able to contact the emergency services via 112 or 999.

If we still don't receive a payment, we may restrict your incoming calls.

Finally, if the bill remains unpaid after the time specified in each letter, your account will be fully disconnected resulting in the loss of your telephone number and broadband service. Your final invoice may be sent to a third-party debt collection agency.

5. Useful addresses and telephone numbers

You can seek independent advice on your complaint from any of the following:

Commission for Communications Regulation (ComReg)

One Dockland Central

Guild Street, Dublin 1

D01 E4X0

Tel: 018049668

E-mail: consumerline@comreg.ie

Competition and Consumer Protection Commission (CCPC)

Bloom House
Railway Street, Dublin 1
D01 C576
Tel: Lo-call 1890 432 432 or 01 402 5555
Website: www.ccpc.ie

Advertising Standards Authority

7 Herbert Street, Dublin 2
D02 K838
Tel: 01 6137040
E-mail: info@asai.ie

Small Claims Courts

Information is available from your local District Court Offices.
This Code of Practice in no way infringes on your statutory rights.
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Illegal Images and Reporting

If you have any reason to believe that a particular image you have received might be illegal, such as child pornography, you should report it immediately to the Gardai.

The Child Trafficking and Pornography Act 1998 makes it illegal for anyone to produce, forward, publish, send, show or possess any child pornography in Ireland. Illegal images of this nature should be reported to www.hotline.ie. This service is provided by the Internet Service Providers Association of Ireland (ISPAI) for reporting any instances of child pornography on the Internet in a secure and confidential environment.

Internet Service Provider Association of Ireland

Imagine is a member of the Internet Service Provider Association of Ireland that was formed in January 1998. The ISPAI is the leading industry representative on the Internet Advisory Board (IAB) established by the Government, which maintains a self-regulatory approach to Internet service provision in Ireland.

Members of the ISPAI are bound by a Code of Practice which requires that operators have an acceptable use policy that prohibits customers from sending messages that are likely to cause offence or any other material which is distressing, grossly offensive, indecent, obscene, menacing or in any other way unlawful. In addition, the ISPAI supports and funds the www.hotline.ie reporting line for uncovering illegal child pornography on the Internet.

For further information contact the ISPAI at www.ispai.ie or alternatively:

Name	Internet Service Providers Association of Ireland Ltd. (ISPAI)
Address	Unit 24 Sandyford Office Park, Dublin 18
Tel.	+353 (0)1 294 5280
Fax	+353 (0)1 294 5282
E-mail	info@ispai.ie
Web	www.ispai.ie

Hotline.ie reporting service

Launched in November 1999, the hotline.ie service provides an anonymous reporting service to members of the public who accidentally uncover illegal child pornography on the Internet. The www.hotline.ie service is supported and funded by the Internet Service Provider Association of Ireland (www.ispai.ie) who are committed to ensuring that Internet Services are not used to spread illegal child pornography on the Internet.

The www.hotline.ie service is a founding member of the INHOPE Association (www.inhope.org) – Internet Hotline Providers in Europe. The INHOPE Association co-ordinates the activities of the individual hotlines and through regular meetings ensure the extensive sharing of information on the best practices for the operation of an Internet Hotline and tracing of illegal child pornography.

To report suspected cases of child pornography or other forms of illegal material please report it to:

Web	www.hotline.ie
Email	report@hotline.ie
Tel.	1890 610 710
Fax	1890 520 720
Post	Hotline.ie, Unit 24 Sandyford Office Park, Dublin 18