



Fiber One Customer Complaints Code

How can I raise a complaint?

You can raise a complaint using one of the options from below:

- Call using the telephone number: 0044 1582 367070
- E-mail at : help@digicompany.com;
- Post: at 12 New Fetter Lane London EC4A 1JP, to the attention of the Customer Care Department;
- Contact form on the website: www.digicompany.com/contact

Make sure you include your contact details, and as much detail as you can regarding your complaint.

Complaint Handling Process

A. Submission

- **General complaints:** can be submitted **anytime**;
- **Complaints relating to an invoice:** must be submitted within a period of **thirty (30) days** following the debit from your bank account or from the receipt of the invoice to contest the amount, otherwise the invoice will be regarded by Fiber One as having been definitively accepted. The payment made remains admissible unless you have submitted a complaint to the ADR and the complaint is declared admissible.
- **Complaints relating to the suspension/interruption of the Services:** must be submitted within **five (5) calendar days** following the suspension otherwise you cannot claim indemnification from Fiber One due to the suspension;
- **Complaints relating to speed transfer measurements:** must be submitted within **thirty (30) days** from the date on which the measurements reveal significant discrepancies between advertised and actual speeds after the required measurements procedure has been completed. Your complaint must include identification and contact details (subscriber code and phone number), claimed speeds, and measurement data.

We will acknowledge your complaint within one (1) working day from the date it has been submitted using one of the options mentioned above.

We will then forward it to the relevant department within Fiber One. Representatives of these departments will review your request, the situation described and any relevant documentation to ensure that the matter is handled in accordance with contractual obligations and applicable legal requirements. If required, we may contact you for further clarifications.

For complaints relating to speed-transfer measurements we may conduct independent testing, for which you must provide access.

B. Outcome

Generally, we will inform you regarding the outcome within five (5) working days. If it's going to take longer, we'll let you know using the contact details you have provided and keep you updated with our progress.

For complaints relating to speed-transfer measurements, we will inform you regarding the outcome within thirty (30) days from receipt of the complete information and, where applicable, from the results of any independent testing carried out by us.

We will write to you with the outcome and you'll have twenty eight (28) days to get back to us if you are not satisfied with the outcome. If we don't hear from you within this period, we'll assume the matter is resolved and will close your complaint.

C. Remedies

For:

- complete service interruptions lasting more than eight (8) consecutive hours due to uninterrupted network failure;
- delay or service interruption in switching to or from Fiber One for more than one working day under the Ofcom 'One Touch Switch' process, or if switching related service or installation appointment is missed, you are entitled to automatic compensation, without any prior request;
- significant discrepancies between advertised and actual speeds measured obtained after following the speed test measurements procedure;

Compensation will be calculated as 1/30th of the monthly Subscription Fee for each twenty four (24) hour period of interruption, delay or missed appointment. For discrepancies between advertised and actual speed you'll receive monthly subscription credits proportional to the affected period.

Compensation will be issued as a credit note, bill credit or discount at Fiber One's discretion. By exception, compensation may be paid via bank transfer or any other payment method acceptable to you. No compensation will be due if the incident is caused by your actions or negligence, arises from a force majeure event, a technical solution (even if temporary) accepted by you, or the delay is due to your request or absence.

Alternative Dispute Resolution

You may refer the matter to an Alternative Dispute Resolution (ADR) service **if:**

- if you are dissatisfied with our response to your complaint and we have issued a deadlock letter; or
- the complaint remains unresolved after 6 (six) weeks have passed since the date on which the Complaint was first received;

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A deadlock letter, also known as ADR Letter under the OFCOM rules, is a written notification sent by Fiber One, informing you that you may exercise your right to take your complaint to ADR, free of charge, if you are dissatisfied with our proposed outcome and we don't intend to take additional steps to resolve the Complaint to your satisfaction.

Fiber One is a member of Centre for Effective Dispute Resolution (CISAS) scheme, an independent and free Alternative Dispute Resolution(ADR) service.

CISAS can be contacted at:

- Email: cisas@cedr.com
- Phone: +44 (0)20 7520 3814
- Post: CISAS, Centre for Effective Dispute Resolution, 100 St. Paul's Churchyard, London, EC4M 8BU
- Website: <https://www.cedr.com/consumer/cisas>

A hard copy version of our Customer Complaints Code is available, on request, free of charge, by contacting us using the details from above.