



**ALL COMMUNICATIONS NETWORK (ACN) IRELAND  
LIMITED**

**CODE OF PRACTICE  
FOR HANDLING CONSUMER COMPLAINTS**



## **ALL COMMUNICATIONS NETWORK (ACN) IRELAND LIMITED**

### **CODE OF PRACTICE FOR HANDLING CONSUMER COMPLAINTS**

#### **THE PURPOSE OF THIS CODE OF PRACTICE**

This Code of Practice (“**Code**”) is intended to benefit customers using the services of All Communications Network (ACN) Ireland Limited (“**ACN**”) in Ireland.

In this Code you will find:

- Information about the products and services offered by ACN;
- How to make a complaint and to contact us;
- How to seek independent advice

Please note that the products and services described in this Code are subject to availability and may be modified from time to time without further notice.

This Code is consistent with European and Irish legislation covering such codes.

#### **PUBLICATION AND REVIEW OF THIS CODE**

Copies of this Code can be requested from our Customer Services Centre. Alternatively, you can download a copy of this Code from the ACN public website [www.acneuro.com](http://www.acneuro.com) under section “customer service”.



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### ABOUT ACN

ACN is a private limited company. ACN is part of the ACN group of companies operating throughout North America, Europe, New Zealand and Australia.

A unique characteristic of the ACN group is the use of a direct selling method to acquire customers. ACN markets telecommunications services to consumers through its network of Independent Sales Representatives who employ the 'warm marketing' method of acquiring customers - selling to people they know. ACN introduced its services and innovative marketing strategy to the European market in 2002 with the launch of its operations in Ireland.

For more information on ACN please visit our public website [www.acneuro.com](http://www.acneuro.com).

### ACN SERVICES

ACN currently provides fixed line telephone services which are Carrier Pre-Selection ("CPS") and is working towards expanding its services to mobile and internet users.

#### Carrier Pre-Selection

Through Carrier Pre-Selection you can be automatically connected to the fixed line services of ACN without having to dial a prefix. CPS is a service available to customers in Ireland. CPS allows you to choose which telecommunications provider you want to carry your voice calls. It means you can receive services from different phone companies using your existing Eircom line. There is no minimum term for any of the CPS calling plans.

A range of versatile tariffs are available and further information concerning the services and tariffs of ACN is available over the phone (1 800 931785) and by visiting our public website [www.acneuro.com](http://www.acneuro.com) under section "products".



## CUSTOMER RELATIONSHIP

ACN has a number of obligations to be found in various pieces of Irish legislation.

When you request us to provide you services we will require you to enter into an agreement with us. This agreement sets out the rights and obligations of you and ACN. A copy of our customer terms and conditions can be found by visiting our public website [www.acneuro.com](http://www.acneuro.com) under section “products”.

## COMMUNICATION WITH CUSTOMERS

ACN communicates with you in a variety of ways. Please note that we adhere to all applicable data protection rules in the course of our communications with customers.

Although we do not undertake direct marketing with our customers our Independent Sale Representatives might communicate information about additional services to existing customers and to interested potential customers. Should you encounter any difficulties with our Independent Sale Representatives you should contact Customer Services.

Customers will occasionally receive ‘update information’ together with their monthly bill. This is specific news relevant to the product or service that you receive from us or major promotions or announcements.

## CUSTOMER COMPLAINTS

*How to contact ACN when making a complaint*

If you have an enquiry or complaint concerning any aspect of your service, you can contact us by telephone, fax, letter or e-mail. To contact ACN you can:

- call or fax Customer Services using the following numbers:

Telephone 1 800 931785 Mon-Fri 7:30-18:00 Greenwich Mean Time (GMT)

Fax +353 (0) 12475182

- write to Customer Services at either of the following addresses:

<p><b>ACN European Headquarters:</b> PO Box 90364 1006 BJ Amsterdam The Netherlands</p>	<p><b>All Communications Network (ACN) Ireland Limited</b> Regus Harcourt Centre Dublin 2 Ireland TW5 9RT</p>
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- Send an e-mail to [CustomerServicesEire@acneuro.com](mailto:CustomerServicesEire@acneuro.com)



### *Content of your Complaint*

Should you lodge a complaint, please ensure that you provide:

- The main details of your complaint;
- Your account number with ACN; and
- Your name, telephone number, fax number, e-mail and postal address, as applicable.

### *Resolving Your Complaint*

We will acknowledge your complaint within two working days of its receipt and we will also provide you with a reference number.

Regarding the complaints related to the billing area we will aim to respond within 10 working days from the date of the receipt of the complaint and for any other miscellaneous complaints we will aim to respond within 15 working days from the receipt of the complaint. We would also keep the complainant informed when these timeframes mentioned can not be met and a new timeframe within which the complaint can be expected to be solved will be given to the customer.

We will confirm in writing any resolution of your complaint and records of your complaint will be retained for a period of not less than one year.

In terms of internal escalation process, if you are not satisfied with our Customer Service agent and the way your complaint is handled, you can always escalate this matter directly to his/her Supervisor Customer Services who will give you an estimate of time to solve your complaint in order to reach a satisfactory solution.

## **DISCONNECTION AND CREDIT POLICY**

If you do have a dispute about your bill, you must still pay the amount owed by the due date, but you may withhold the value of the disputed amount. You must notify ACN of your dispute and provide us with all the relevant details.

Please notify ACN of your dispute in writing and include the following information:

- The date and number of disputed bill;
- The amount in dispute;
- The reason for the dispute; and
- Any relevant supporting documentation.

Please send your written notification to ACN at one of the addresses listed in the Customer Complaints section of this Code.

Should our bill not be paid you will receive at least one reminder letter before we will attempt to call you and notify you of our intention to disconnect the service if payment is not made or other satisfactory arrangements cannot be agreed. We will usually make two attempts to call you. If payment is not made after we call you or agreed arrangements are not complied with we will disconnect the service within the period of time notified to you.



If a bill remains outstanding after disconnection of your service we will send you a final demand letter. A demand letter will state that if payment is not received within a specified time, ACN may engage a recovery agency or commence legal proceedings against you, without further notice. In such circumstances we would disclose the need to take such action to appropriate credit vetting agencies that might lead to the recording of a bad credit history.

Any debt recovery procedures will be carried out professionally and in accordance with relevant Irish legislation and best industry practice.

## **SEEKING INDEPENDENT ADVICE**

If you think that the resolution of your complaint is not to your satisfaction, you may seek further advice by contacting one of these independent bodies to assist you.

### **Commission for Communications Regulation (ComReg)**

Block DEF,  
Abbey Court,  
Irish Life Centre,  
Lower Abbey Street,  
Dublin 1

### **Small Claims Court**

Aras Ui Dhalaigh,  
Inns Quay,  
Dublin 7

### **Office of the Director of Consumer Affairs**

4 Harcourt Road,  
Dublin 2

### **Advertising Standards Authority of Ireland**

IPC House,  
35/39 Shelbourne Road,  
Dublin 4

### **The Regulator of Premium Rate Telephone Services (REGTEL)**

Crescent Hall,  
Mount Street Crescent,  
Dublin 2