

▪ **Complaints & fault reporting policy**

Eazi Telecom monitors its service to ensure the necessary security measures are in place to protect our customer's privacy. High standards of quality are maintained and as far as possible customer satisfaction is maintained. However, at times, unforeseen faults or problems may occur and you may make us aware of them by filling in a fault reporting form (available on our website www.limbatelecom.com) or call into our registered office (48 Royal Ocean Plaza, 16 Glacis Road, Gibraltar) or phone our Customer Care Team on 00350 219 00000.

Please note, that if it is a fault with a mobile phone that we have supplied you with, if it is still within the usual manufacturer's one year warranty period and you can produce your ID and proof of purchase (i.e. receipt) please inform our Customer Care Team and they will make arrangements to have the phone sent for repairs or perhaps arrange an alternative solution for you. Please note this does not affect your statutory rights.

Please note if it is another type of problem or complaint, we will endeavour to solve the problem within 2 working days. However, due to the technical and commercial nature of the mobile industry, some problems may inevitably require a longer period to find an appropriate solution. Our managers are often available to speak to you to offer additional advice on how to resolve any mobile phone problem you may have. We will use our best efforts to keep our Customers informed at all times of any developments on the resolution of their problem.

Please note that we will need to keep a record of your complaint or fault on our fault reporting system (trouble ticketing system) as this will aid us in resolving your problem.

Some of this information will sometimes need to be held on our own servers in Gibraltar or sometimes on a cloud based database or server which may be outside the jurisdiction. In the case of the cloud based server, we will only store your Customer Reference Number – and a problem report on that system – as this is essential for us to be able to provide you with our service. Please note that no personal financial or contact information will be stored on this cloud database or server.

Please be rest assured that we will at all times handle any data given to us – or collected by us – in accordance with the Data Protection Act 2004. Please see our terms and conditions on our website for further details.

▪ **Service Level Agreement**

Your phone or SIM is usually connected to our network and relevant services provided as soon our Customer Service Team is notified that you the Customer have a valid contract with us. This should be either immediately after purchase of our Scratch Card or SIM and or fairly soon after you have concluded the post-paid contract with us.

Please note, you may be entitled appropriate compensation should there be an error and you have suffered loss and Eazitelem is shown to be at fault.

However, Eazi Telecom is not liable for any breach which is caused by a matter beyond our reasonable control including Act of God, fire, lightning, explosion, war, disorder, flood, industrial disputes (whether or not involving our employees), extremely severe weather or acts of Government or other third parties. Our Terms and Conditions also apply (these may be found on our website and or in store).

Should you have cause to claim compensation from Eazi Telecom you should make a claim using the complaints process and by talking to our Customer Services team and in any case within 15 days of the problem occurring.