



Code of Practice and Complaints Procedure

Purpose of this Code of Practice and Complaints Procedure

This Code of Practice is designed to give you, our customer, sufficient information to understand the methods we use to provide support to you, to point out our terms and conditions and to show you how to make a complaint if this becomes necessary.

Our Aims

We aim to provide top quality broadband and telecommunications services to our customers. We strive for speed, reliability and good customer service. This is always our goal.

Services Provided

Nova Telecom provides broadband services to business and residential clients using wireless and fibre technologies. We are a Cork-based company with our own network infrastructure. Our customers consist of corporate, small business and residential users who use internet and other telecommunications services. We constantly strive to provide a top-class service by continuing re-investment in our network and our staff training. Despite our best efforts, sometimes we can get things wrong. Also, due to the technical nature of our service, sometimes equipment can fail, despite efforts to build in as much redundancy as is possible. In the unlikely event that our service does not meet your expectations, please contact us so that we can begin a process of addressing your concerns.

Customer Service (Non-Technical)

Nova Telecom provides our users with telephone, email and postal customer service during normal business hours. If you have any billing, installation or similar queries, please contact us using the phone number or address below, or at info@novatelecom.ie and we will be happy to answer your query in as short a timeframe as possible. Corporate users should contact their account manager with similar queries.

Technical Support

For the fastest technical support, non-SLA users are asked to log a helpdesk request. This can be done by phoning the main office number below during normal office hours and reporting your issue. Details of your problem will be taken and a helpdesk ticket will be raised. Your issue will be assigned to a technician for follow-up. We strive to follow up all issues on the same day where possible, however, depending on the time at which the ticket was logged and on current workload, it may be later. If you have internet access through your Nova connection, another connection or a smartphone, etc, you can also get support at www.novatelecom.ie/support or by emailing support@novatelecom.ie. We provide out-of-hours support using these channels on a best-effort basis and you will often get a response at night or at the weekend. Business customers with an SLA can reach an on-call engineer 24/7/365 using the supplied number. If you experience quality issues with your service we will engage with you to troubleshoot and correct any problems with the service itself. Any issues caused by malfunction of customer equipment or other issues outside our control will not be rectified by us. Refunds will not be issued for service used to date but if your service is terminated due to quality or technical issues in the middle of a given billing month, you may request a refund for this current month in writing.

Network Maintenance

As part of continuing re-investment into our network, it is sometimes necessary to have scheduled maintenance outages. Also, in the event of an equipment failure, there may be emergency outages. Of course, we will endeavour to do maintenance during off-peak hours and minimise disruption to our customers. Details of current live network status can be seen on our Facebook or Twitter feeds. Any updates on outages will be posted in real-time.

Contact Details

You can contact us by email, phone or post.

Phone: 01-9015021 / 021-2373469

Email (General): info@novatelecom.ie

Email (Tech Support): support@novatelecom.ie

Post: Grand Canal House, Grand Canal Street Upper, Dublin 4 / A1 Fota Business Park, Carrigtwohill, Co Cork

Complaints Procedure

While striving for a perfect service at all times, we may sometimes fall short of your expectations. If this happens, we would like you to contact us so that we can endeavour to resolve your issue as quickly as possible and also so that we can review our internal procedures to see if they can be improved. We can be contacted by any of the methods above. Please inform our staff that you wish to make a formal complaint.

Dealing with Your Complaint

We will follow the following steps in order to deal with and hopefully resolve your complaint:

- 1) Gather as much information as possible regarding your complaint.
- 2) Resolution Attempt 1. We will investigate your complaint fully and undertake all reasonable steps for an initial resolution. If your complaint remains unresolved after this, we will inform you and will escalate the issue to management level.
- 3) Resolution Attempt 2. We will act on advice of senior management in an attempt to rectify your issue, including site visit and replacement of equipment, if deemed necessary. If you inform us that your complaint remains unresolved after this, we will decide whether it is technically or economically feasible to remedy your complaint.
- 4) No Further Remedy. In the event that we have not been able to resolve your issue, will inform you that there is no further remedy to fix your service and will advise re cancellation. At this stage, you may wish to refer your issue to ComReg and may request a Complaint Number from us.

Please note that we will retain records of your complaint for a period of not less than one year.

Contacting ComReg

We will facilitate ComReg fully and openly with any queries they may have. Their contact details are as follows:

Commission for Communications Regulation

Abbey Court, Irish Life centre, Lower Abbey Street, Dublin 1

Phone: 1890 229 668 / Fax: 01 402 5501 / E-mail: consumerline@comreg.ie

Grand Canal House, Grand Canal St Upper, Dublin 4. 01-9015021
A1 Fota Business Park, Carrigtwohill, Co Cork. 021-2373469

Nova Networks T/A Nova Telecom.

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