

Code of Practice and Complaints Procedure

This is where we give you our customer information on how we support you and how we handle customer accounts, also to guide you should you need to make a complaint if it is necessary.

Airwave Internet is an innovative Cork company that specialises in high speed wireless-based solutions, we aim to offer the best possible broadband and phone service to our customers with unrivalled customer support. Despite our best efforts, sometimes things may go wrong, or due to the technical nature of the equipment involved this may fail to work correctly, if our level of service does not meet your expectations we would encourage you to contact us to allow us an opportunity to resolve and address any shortcomings.

How to contact us

There are a few ways to contact us during normal business hours.

If you have a billing, installation or other general query then contact us using the phone or email address below and we will be happy to answer your query as quickly as possible. If you call outside our office hours Monday to Friday 9:00am – 17:00 just leave us a voicemail and we will call you back on the next working day.

Service Issue

Should you have a service issue please call us by phone or let us know via email support@airwave.ie if by phone 021 202 4000 we will take details of your problem and do our best to resolve on the spot, if this is not possible and requires investigation then a ticket will be raised and will be assigned to a technician to follow up.

Network or service issues allow 3-5 working days. Occasionally more complicated issues may take longer to resolve than this time frame, we always let you know how we are progressing and will update you on our progress by email.

Billing issues: Allow 3-5 working days - Number porting: Allow 3-5 working days

Any issue caused by malfunction of customers equipment outside our control will not be rectified by us. If we terminate service due to quality or technical issues, refunds will not be issued for service to date, you may request a refund for the current month in writing.

No further remedy, in the unlikely event we are unable resolve your issue and we have no further remedy to fix your service where you have been advised to cancel the service you may wish to refer to ComReg and may request a complaint reference from us.

Complaints Procedure

If you have a complaint, we will follow these steps to hopefully resolve the complaint for you

Dealing with your complaint - We will follow these steps

- 1) We will issue you with a unique reference number to track your case once reported
- 2) Have as much information as possible regarding your complaint
- 3) We will investigate your complaint fully and attempt to resolve this for you, if after our initial undertaking the issue is unresolved, we will escalate to our senior management to seek resolution of the complaint.

4) Once you are happy with the resolution of the complaint it will be closed, we aim to resolve a complaint within 10 working days, we will keep records of your complaint for one year.

5) If your complaint has not been resolved, you can escalate your complaint to ComReg by contacting them on the details below

Commission for Communications Regulation (ComReg)

Abbey Court,

Irish Life Centre,

Lower Abbey Street,

Dublin 1

Tel: 1890 229 668 or Fax: 01 804 9680

E-mail: consumerline@comreg.ie

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:

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

Airwave Internet

Lackabeha Services Ltd. T/A Airwave Internet, Company Reg. 399334

We are registered on the Data Protection Commissioner Register; registration number 18089/A

Is licenced by ComReg(Commission for Communications Regulation) As a provider of telecommunications services in Ireland

Vat No: VAT Reg No: IE6419334R

Phone: 021 202 4000

Email (General): info@airwave.ie

Email (Technical Support) support@airwave.ie

Postal Address: Unit 8 Barryscourt Business Park Carrigtwohill Co Cork T45 HP63

