

LEBARA COMPLAINTS CODE OF PRACTICE 2024

INTRODUCTION – WE ARE HERE TO HELP

We value our customers and strive to ensure that we meet your expectations. If however, we are unable to meet your needs, this guide aims to provide a comprehensive guide on how to make a complaint, what to expect and how to take your complaint further.

This guide will inform you on the following areas:

- How to complain
- How we handle complaints
- Our expected timeframes
- How to take unresolved complaints through the ADR scheme
- The contact information for the Communications Ombudsman

FAULT MANAGEMENT OVERVIEW

We aim to provide you with all the help you need to understand how to use our services and to help you with any technical problems. We intend to resolve faults as soon as reasonably possible. If you have any technical questions simply call 5588 from your Lebara number or on the landline 0207 031 0791* (you will need to check with your landline service provider to find out their call costs for UK landline numbers). If you do not want to call, you can chat with us at <https://mobile.lebara.com/gb/en/contact-us>. Faults may occur on the Lebara Mobile network, or on one of our suppliers' networks or equipment. If a fault is reported during normal working hours (8:00 am - 9:00pm Monday to Sunday), Lebara Mobile will try to establish the location and cause of the fault straight away.

IF YOU ARE NOT SATISFIED OVERVIEW

We are committed to providing you with excellent customer service. However, if you are dissatisfied with our product(s) or service(s), we have a comprehensive complaint handling procedure, which includes escalation to independent agencies if you are unhappy with the outcome of your complaint.

When you contact us, a customer service consultant will try to solve the problem as quickly as possible, preferably during your first interaction with us itself and where this is not possible, we will agree a course of action with you. Invoicing queries may take a little while to resolve. If you are not happy with the response that you have received, you may refer the matter to the appropriate senior manager for further investigation. For further information, refer to our complaints procedure.

We aim to resolve any dispute ourselves, however, if:

- We are unable to resolve your complaint satisfactorily,
- You have been issued a "final position" letter After 8 weeks your complaint remains unresolved, you can escalate your complaint, free of charge, to the Communications Ombudsman – an independent alternative dispute resolution scheme (contact details are set out below).

COMMUNICATIONS OMBUDSMAN CONTACT DETAILS

Phone : 0330 440 1614

Post : Communications Ombudsman

PO Box 730 | Warrington | WA4 6WU

Email : enquiry@commsombudsman.org

Website : <https://www.commsombudsman.org/>

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COMPLAINTS PROCEDURE

- If you are unhappy with our service or product, please [contact our customer service team](#) via phone or chat. Your complaint will be dealt with by one of our agents within 3 working days and we will advise on the next steps. We'll normally get back to you by phone, if we can't get hold of you, we will send you an SMS. If requested, we can confirm any conversation in writing if you ask us to.
- If we have not heard back from you within 28 days from our last contact date, we will consider the complaint closed. We will of course, try to get in contact with you to resolve the issue before 28 days have passed.
- If you are disabled and would like access to the complaints code in braille or other such formats or would like to make a complaint, please contact us.
- If you are unhappy with the outcome of your complaint, you have the option to discuss your complaint further with a team leader or manager. If you are still not satisfied with the way in which your complaint was handled or if your complaint is still not resolved, you can then escalate your complaint to our country team.
- Note: If you decide to send a letter or get in touch via phone or chat or any other such communications, please do not submit any sensitive or personal information.
- If you are not satisfied with the outcome of your complaint, or you have received a final position letter within 8 weeks of making your complaint, you can refer your complaint to Communications Ombudsman, free of charge. The Communications Ombudsman is an independent alternative dispute resolution scheme (ADR) approved by Ofcom.

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HOW TO CONTACT US

If you need advice, information or assistance on any products and services or this Code of Practice, please call us at 5588 from your Lebara phone or from a landline on 0207 031 0791*, visit our website at <https://mobile.lebara.com/gb/en/contact-us> or write to us at the following address:

Customer Services

Lebara Mobile Limited

7th Floor, Import Building | 2 Clove Crescent | East India Dock | London | E14 2BE

This Code of Practice 2024 is available free of charge in large text, braille and other formats. If you would like to receive this document in such formats please contact us via phone or chat at <https://mobile.lebara.com/gb/en/contact-us>