

# Complaint Handling Process

Published on 01/05/2012



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## About Modeva

Modeva is a Comreg licensed Premium Rate Service Provider.

Modeva is a leading international provider of interactive entertainment services using SMS, IVR, Web and WAP. 02 Modeva create and market interactive entertainment which people both value and believe in. 03 Modeva conceptualise, develop, present and deliver. 04

Modeva is an exciting, creative and vibrant company, committed to delivering the most compelling consumer experience that cutting edge technology will allow.

## The purpose of the code

The purpose of this Complaint Handling Process is to inform our customers of their relationship with us. It is written for consumers who purchase telecommunications services from us directly.

This process aims to provide:

- Information on how to contact Modeva
- Information on billing and pricing issues
- Information on how to make a complaint
- Information on how a complaint will be handled
- Contact details for alternative complaint bodies

## **Contact Details for lodging a complaint:**

### **Opening hours**

Modeva's Customer Service team is available from 9am to 5pm, Monday to Friday, excluding Public, Bank and Traditional Holidays.

### **Telephone :**

**01-488 7000**

In the event that the phones are unmanned, Modeva will ensure that customers may leave a voicemail outlining their contact details and the nature of their enquiry.

### **Postal Address:**

PO BOX 7761, Blackrock, Co. Dublin

### **E-mail Address:**

customer@Modeva.ie

### **Response Time Commitment:**

Modeva's Customer Service team will respond within two working days of the Customer's Enquiry and commence the Complaint Handling Process with the customer.

### **Customer's Right to Information on the Progress of their complaint:**

Modeva shall keep the customer informed at regular intervals of the progress of the complaint giving an estimation of the time needed to investigate and resolve the complaint

**Customer's statutory rights are not affected by this complaint handling process.**

## Stages in the complaint Handling Proces

Stage	Customer Action	Modeva Response	Target Response Time
1	Initial Contact by Customer, or by statutory agency on their behalf.	<ol style="list-style-type: none"> <li>1. Assignment of Unique ID for the enquiry</li> <li>2. Acknowledgement of enquiry to customer notifying them of their Unique ID</li> </ol>	2 Working Days
2		<ol style="list-style-type: none"> <li>1. CS Investigates the Enquiry. This may include extracting log files related to the customer's enquiry into the case file.</li> <li>2. CS may initiate contact with customer and will log all customer contact related to the enquiry into the case file</li> <li>3. CS Categorises the Enquiry</li> <li>4. Customer Service Executive will make an initial determination on the complaint</li> </ol>	3 Working Days
3	Customer Disputes CS Determinations and requests an internal Escalation	<ol style="list-style-type: none"> <li>1. CS Notes request for escalation in file and requests a review by Director of Customer Service.</li> <li>2. Director of Customer Service will make a determination and notify customer.</li> <li>3. Director of Customer Service will inform the Customer of their right to escalate the matter to Comreg should they still feel aggrieved.</li> </ol>	3 Working Days
4	Customer notifies Comreg and Comreg request Case File.	<ol style="list-style-type: none"> <li>1. CS provide Comreg with case file and facilitate any queries. All queries logged in the case file.</li> </ol>	3 Working Days
5	Comreg notify Modeva of their investigation outcome	Modeva CS facilitate the Comreg determination or raise the issue to Director of Customer Service for	

## Handling of 'Opt-Out' Requests

In addition, to the 'Stop' command as implemented by the Company in compliance with the Comreg PRS Code of Practice.

In the event that a customer escalates through a complaint an inability to unsubscribe or any other query related to a current subscription. The Company shall identify, following a Customer Complaint, the Services to which the Customer is a subscriber and the Marketing Lists, belonging to the Company, on which the Customer is included.

The Customer shall be given the option of opting out of the Services and the Lists.

## **Refunds Policy**

The Company is committed to ensuring that its customers are treated with respect and courtesy and that all allegations of complaint are dealt with in a speedy manner to ensure that any possible failing on the Company's part is speedily and adequately remedied.

The remedies available to the Company include, without affecting the customer's statutory rights, the provision of a refund of those charges levied by us on the user, arising from issues relating to the delivery of the service.

In circumstances where a refund is warranted such a refund will be issued as a cheque.

The Company may comply with directions of ComReg issued under Section 9 of the COMMUNICATIONS REGULATION (PREMIUM RATE SERVICES AND ELECTRONIC COMMUNICATIONS INFRASTRUCTURE) ACT 2010, but reserves the right to appeal any such determination in the manner outlined in the Act.

## Data Protection

We may collect personal information about you from a number of sources. These may include:

- The logs that our systems use to provide service to you, to bill you and to support you from a company administrative point of view.
- Information made available to us by our partner telecommunications services providers in the course of providing service to you.
- Information that our affiliated companies holds.
- Communications related to you between ourselves and Comreg, The Data Protection Commissioner and other statutory and non statutory bodies/individuals whom you have authorised to contact us on your behalf,

Modeva is registered under the Data Protection Act and takes all reasonable steps to ensure that there is no unauthorised access to your personal data.

We have a responsibility not to disclose your data to third parties and as a result, we may request you, using an appropriate mechanism, to validate your identity, and your ownership of the phone account which is the subject of the enquiry.

We may retain the log file of the complaint and all associated information for a period of up to 7 years.

We may use the personal data that we have to promote Modeva's products and services but these details will not be passed to any other organisations for marketing purposes, except to those firms related to the Company.

In some circumstances we may supply information to organisations such as the police, Comreg, the Data Protection Commissioner where the law permits us to do this.

We may record phone conversations in order to provide training services or to provide evidence of a transaction.

You have the right to obtain a copy of personal data which we may hold about you. We are required to retain records relating to complaints and otherwise for at least 1 year. Please contact our Customer Service team in this regards.

In responding to such a request under the Data Protection Acts, we may ask you to provide proof of your identity and residence and may charge €6.35 to cover our administrative costs of supplying any data.

## External Escalation

The customer may at all times escalate their complaints to an appropriate external body:

In the case that the customer suspects the issue relates to an unsolicited commercial communication, the appropriate body is:

### Data Protection Commissioner:

Telephone	+353 57 868 4800
E-mail	info@dataprotection.ie
Address	Canal House Station Road Portarlinton Co. Laois

If you believe that your issue relates to the advertising practices of Modeva, the appropriate body is:

### Advertising Standards Association of Ireland

Address	IPC House, 35/39 Shelbourne Road, Dublin 4
Phone	+353 1 6608766
E-mail	standards@asai.ie

For all other matters, if you have reason to query the outcome of our complaints handling process, please contact:

### Comreg

Phone:	+353 1 8049600
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