



Code of Practice

Customer Care

Blueface's priority is to deliver the best customer experience possible. To help us maintain our high standards, we will always work with our customer to resolve any query to your satisfaction.

Customers have access to Customer Care services via phone, email and chat throughout the term of the Agreement. Types of service offered include support relating to technical questions, billing questions, account management assistance, and any general information enquiries about the Services.

Details on how to contact Customer Care are [here](#).

Escalated Queries

We aim to resolve our customers' queries to their complete satisfaction. Customers may ask for an issue to be escalated internally with a Manager, should they feel they have not reached the resolution expected. The customer will need to send the request for an escalation in writing to support@blueface.com alongside a telephone number where they can be contacted during office hours.

Feedback on our customer service is also always welcome.

What is a Complaint?

For the Commission for Communications Regulation ('ComReg') a 'Complaint' means an issue raised by an end-user to an undertaking relating to that undertakings product or service or its complaints handling process where the issue remains unresolved following an initial attempt by the undertaking to resolve it or where there has been no attempt by the undertaking to resolve it and the end-user expresses dissatisfaction, through one of the channels set out in the code of practice, that the issue remains unresolved.

If a customer has already contacted our Customer Care Team and they believe their query has not been resolved to their satisfaction they are welcome to raise a complaint.

To raise a complaint, customers can email support@blueface.com. The email must contain:

- an explanation of the issue in reasonable detail

- the customer's Account Number
- a telephone number where the customer can be contacted during office hours.

Complaint Acknowledgement and Resolution

Once a complaint is received an acknowledgement email will be sent with a ticket ID within a maximum time frame of two working days of notification of the complaint. The ticket ID will be used to reference and track the query.

Blueface endeavours to respond to any reported issues within ten (10) business days of receipt of an email sent to support@blueface.com.

It may not always be possible to resolve every issue within these ten (10) business days. If this is the case, Blueface will endeavour to keep the customer informed of the expected timeframe for resolution.

In the event that Blueface is unable to resolve an issue within a ten (10) business day period, Blueface will continue to work with the Customer to resolve the matter within a reasonable timeframe as agreed by both parties.

Please note that if you wish you can also contact the industry regulator, Comreg regarding this complaint if it has not been resolved after ten working days. The contact details are consumerline@comreg.ie.

Blueface will notify the customer of the resolution of reported issues and retain records of the customer's issue and its resolution for a period of not less than one year.

Refunds

As part of the process, you may be entitled to a refund. These will be considered on a case-by-case basis and may be issued in the form of a refund to your payment details or a discount to be applied to future bills.