

## Bluebox Broadband — Complaints Handling Code of Practice

### 1. Purpose & Scope

This Code of Practice governs how Bluebox Broadband handles complaints from end-users about our products, services or our complaint-handling process. It is intended to be fair, prompt, transparent, and non-discriminatory, consistent with ComReg and Ofcom regulatory obligations.

### 2. Definition of a “Complaint”

A “complaint” is any issue raised by an end-user relating to our service that remains unresolved after an initial attempt to resolve it, or where dissatisfaction is expressed and no resolution attempt has yet occurred.

### 3. Complaint Channels

Complaints may be submitted via:

- Email: [broadband@nwewn.com](mailto:broadband@nwewn.com)
- Post: unit 16, Skeoge industrial Estate, Beraghmore Road, Derry/Londonderry, Northern Ireland, BT48 8SE

### 4. Recording & Tracking Complaints

All complaints are logged and assigned a unique complaint reference number. Records include customer details, dates, correspondence and resolution steps.

### 5. Timeframes

- Acknowledgement issued within 5 working days.
- Full response / proposed resolution within 10 working days.
- If unresolved after 10 working days, the complaint is escalated and the customer is informed of updated timelines.

**Bluebox Broadband**

Unit 16 Skeoge industrial estate, Beraghmore Road, Derry/Londonderry, BT48 8SE

## 6. Refunds & Remedies

Where applicable, Bluebox Broadband may provide refunds, credits, or other remedial actions. A Credit request form is available on our website or can be emailed/posted to you on request.

## 7. Escalation & External Referral

If dissatisfied, customers may escalate internally. After 60 days without resolution, customers may refer the complaint to ComReg/Ofcom(location dependent).

## 8. Reporting & Regulatory Compliance

Bluebox Broadband maintains complaint logs and submits biannual reports to ComReg in compliance with regulatory requirements.

## 9. Customer Guidance

Customers should provide identifying details, description of the issue, and retain their unique complaint reference number for all follow-up communication.