



## **Customer Code of Practice UK and IRL**

### **Who we are?**

Yac Ltd is an Irish registered company with its registered office and administrative head office at Corporate House, Ballybrit Business Park, Ballybrit, Galway, Republic of Ireland.

### **Purpose of this Code of Practice**

The purpose of this Code of Practice is to provide all customers of Yac with a clear statement of who we are, what type of services we offer, what support we provide to our customers, and what our customers should do should they wish to make a complaint.

### **How to contact Yac**

The Yac Customer Service team can be contacted:

- By phone - Customers can contact our customer service team directly on Phone: 00 44 (0)870 199 8888 or 00 353 (0)91 460700

Customer Service staff are available to assist customers during normal office hours - 9.00am to 5.30 pm (Mon- Fri).

- By e-mail – Customers can send all enquiries to [support@yac.com](mailto:support@yac.com)

- By letter – Customers can write to our Customer Service Manager at:

Yac Ltd  
Corporate House  
Ballybrit Business Park  
Ballybrit  
Galway, Republic of Ireland

### **Services Provided by Yac**

Yac is a licensed telecom operator specialising in Inbound Call Services. These services include, but are not restricted to Personal Numbers, Fax to E-mail, Audio Conferencing, and Inbound Call Management Systems for small and medium sized businesses.

The Yac team was first assembled in January 1999 and the team is focused on delivering best in class managed and hosted telecoms solutions which allow business to add value added services without having to buy and support additional equipment on their premises.

Yac's core capabilities are built around combining the strength of its software development, integration and operations teams with providing managed or outsourced telecom services.

### **Service Commitment**

At Yac, we take pride in providing our customers with a premium quality of service. It is our aim to be the 'best in class' service provider within the markets in which we offer our services, delivering a comprehensive range of innovative communication services to our customers.

From time to time, despite our best endeavours, we accept that things can go wrong, and that our customers may feel that our services have fallen below the standard that they expect. If there ever is an event where the level of service we provide does not meet our customers' expectations, we consider it important that we hear from our customers, so that we are given the opportunity to correct our shortcomings, but more importantly learn from our customer's experience and improve the level of service we provide to all our customers.

### Complaint Procedure:

It is our aim to answer our customer's query, or to resolve a complaint to our customer's complete satisfaction. The Customer Service Team will aim to resolve all complaints as quickly as possible on first point of contact. We will endeavour to deal with all phone enquiries immediately, all e-mail enquiries within 24 hours, and all enquiries by letter will be acknowledged where possible on day of receipt. For complaints requiring investigation, Yac will keep our customers regularly informed throughout the process and of the length of time we expect it to take to investigate and resolve. Yac will notify every customer of the resolution of each complaint and retain records of all complaints for a period of not less than one year.

### Complaint Escalation Procedure:

It is the role of Yac's customer service team to help and assist all our customers and to investigate and resolve customer complaints.

If you are not happy with the Customer Service Team or the way in which your complaint is handled you can ask to have the matter escalated to a supervisor in the appropriate area. The supervisor will provide you with a revised resolution timeframe. He / she will review and discuss the issue with you and try to reach a satisfactory resolution.

If, having contacted the supervisor you feel that we have still not dealt with your complaint satisfactorily, you can ask for the matter to be reviewed by the Customer Service Manager.

Yac aims to resolve all customer complaints within 20 working days from the date of receipt of your complaint but complex case may take longer. In the case of a complex complaint, Yac will endeavour to keep you advised as to progress with the query.

If we are unable to resolve your query within 40 days from when you notified us and you advise that you are dissatisfied, then Yac will issue to you a 'deadlock letter'. This letter will confirm that Yac believes that there is nothing more that we can do in respect of your complaint.

When you have received the 'deadlock letter' from us, you may choose to refer your complaint to the regulator. The regulator in the UK is OFCOM. The regulator in the Republic of Ireland is COMREG. The addresses of these organisations can be located at the end of this code.

### **Credit Control Policy**

It is Yac's policy that all invoices due must be paid on or before the date specified on the bill. This normally allows a period of 14 days after the date of the invoice for payment.

If a due invoice is not paid, Yac may place restrictions on the service offered to you and your ability to use the Yac systems. If a due invoice remains unpaid and Yac is not satisfied with your reason for non payment, YAC may terminate the service and take all legal action necessary to ensure payment.

This Code of Customer Care does not infringe on your statutory rights.

### **Contact details that you may need:**

#### **Office of Communications (OFCOM)**

Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA, UK

Phone: +44 (0)207 981 3000

E-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

Website: [www.ofcom.gov.uk](http://www.ofcom.gov.uk)

#### **The Independent Committee for the Supervision of Standards of Telephone Information Services (ICSTIS)**

4<sup>th</sup> Floor  
Clove Building  
4 Maguire Street  
London  
SE1 2NQ, UK.

Phone: +44 (0)207 940 7474

E-mail: [secretariat@icstis.org.uk](mailto:secretariat@icstis.org.uk)

Website: [www.icstis.gov.uk](http://www.icstis.gov.uk)

#### **Commission for Communications Regulation (COMREG)**

Abbey Court  
Irish Life Centre  
Lower Abbey Street  
Dublin 1, Republic of Ireland.

Phone: +353 (0)1 804 9600

E-mail: [info@conreg.ie](mailto:info@conreg.ie)

Website: [www.comreg.ie](http://www.comreg.ie)