

COMPLAINTS PROCEDURE

Complaints raised by the Customer will be logged in the 360 Telecoms Ltd complaints database. The following information will be requested and recorded:

- Customer name
- Business name
- Date and time
- Contact telephone number and email address
- Complaint details
- Any other relevant information

360 Telecoms Ltd Customer Service team will action the complaint and take the necessary steps to resolve the problem or issue.

An acknowledgement of the complaint will be issued promptly to the Customer as well as weekly feedback where possible. All complaints will be targeted for resolution within 20 working days from the initial receipt of the complaint.

Any feedback regarding goods and services should be addressed to:

360 Telecoms Ltd

International House

24 Holborn Viaduct

London

EC1A 2BN