



Premiere Conferencing Networks (“PGi) Customer Complaints Code

Our aim is to provide the best quality of services to our customers. Our customer service and support teams are available to answer your queries and address your concerns in a timely manner.

In the unexpected case that something goes wrong, customers may follow the steps below to make a complaint. Customers may submit any unresolved complaint for Alternative Dispute Resolution (ADR) by an independent body.

This Code is for our domestic and small business customers only and excludes all other parties. It does not substitute any rights provided by law or constitute part of contractual terms of service.

For a free paper copy of this Code, as well as a copy in Braille, large print, audio file or a digital format corresponding to your reasonable needs, please request so by using our contact details below.

1. Lodging a Complaint

A complaint can be made by telephone, email or post at following contact details:

- a. (0) 20 3887 0073
- b. pgicare@pgi.com with the subject line “Customer complaint”
- c. Premiere Conferencing Networks, Attn. PGi Customer Care. Vectra House. 36 Paradise Road. Richmond. Surrey TW9 1SE United Kingdom

2. Processing your complaint

Our staff has been trained to identify and handle your complaint. After we receive your complaint, we will inform you of the process we take to investigate while we take active steps to resolve it to your satisfaction. A member of our staff will be assigned to your complaint case and will be in contact with you. We will promptly inform you of the outcome of our investigation and any additional steps within the timeframe provided below.

3. Timeframe

We will acknowledge receipt of your complaint within three business days. We typically resolve all complaints within two weeks.

4. Alternative Dispute Resolution

Eight weeks after we received your complaint, you may submit your complaint to Communications and Internet Services Adjudication Scheme (CISAS), of which we are a member. In addition, you may submit your complaint for ADR any time:

- a. After we have informed you of the outcome of our investigation into your complaint;
- b. You have informed us that the proposed outcome does not resolve the complaint to your satisfaction; and
- c. We do not plan to take additional steps to resolve the complaint to your satisfaction which would result in a different outcome.

We also will send you a letter reiterating your right to submit your complaint to our ADR scheme.

Below are the details of our ADR scheme:

CISAS

24 Angel Gate

City Road

London EC1V 2PT

Tel: 020 7520 3827

Fax: 020 7520 3829

E-mail: info@cisas.org.uk

Website: www.cisas.org.uk

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