

Country-Specific Service Terms for OfficeSuite UC®

Last Updated: November 17, 2022

The following terms apply to customers using the telephone-related services of Windstream OfficeSuite UC Services (the “Services”) in the countries listed below. These additional terms supplement the terms and conditions contained in the Service Terms and Conditions or other agreement with us governing your use of the Services (the “Agreement”). The Services are provided by WE UC Solutions Limited (“Windstream”), which has its registered office at 22 Northumberland Road, Ballsbridge, Dublin 4, D04 ED73.

Ireland

Code of Practice for Complaints Handling

How to make a complaint

You may submit a service-related complaint by email, phone or post:

Email

WCI.OfficeSuiteInternationalBilling@windstream.com

Phone

Toll-Free Number: +800-66881345

Normal business hours are Monday through Friday, from 9:00 am to 5:00 pm.

Post

Write to the address below:

22 Northumberland Road

Ballsbridge

Dublin 4

D04 ED73

Timelines

Complaints filed by email or post will be responded to within two (2) business days.

Complaints filed by phone during normal business hours will be addressed by a support agent who will attempt to resolve the issue during the phone call.

If the issue is not resolved immediately, you will be instructed on the steps to be taken to investigate the matter further. Windstream aims to resolve all complaints related to the Services within seven (7) business days of receipt. If unsatisfied with the manner in which the complaint is managed, you may request an escalation. Windstream will evaluate the complaint within seven (7) business days of receipt.

Complaints and Dispute Resolution

If your complaint regarding the Services is not resolved within ten (10) business days after it has been submitted or if you receive a letter from Windstream stating that Windstream has reached a final decision, you may refer the complaint to ComReg, Ireland’s communications regulator. See ComReg’s website for more information regarding its investigation of complaints at <https://www.comreg.ie/advice-information/consumer-care>. After all complaint handling procedures have been exhausted, ComReg will accept a complaint from a customer and attempt to resolve an outstanding dispute.

Refund Policy

Refund policy information is described in the Agreement.

Switzerland

Complaints and Dispute Resolution

Regarding any unresolved disputes with Windstream related to the Services, you may file a complaint with the Swiss Ombudsman (<https://ombudscom.ch/>).