

How to Complain About Your Telecommunications Provider

The first step with any complaint should always be to contact your telecommunications provider directly and discuss the issue with them. This allows them a right of reply and an opportunity to fix whatever may have gone wrong.

If you cannot reach a satisfactory conclusion, you may contact the Communications Commission and we can contact the telecommunications provider on your behalf.

If your complaint regards an issue with a contract term or your consumer rights, the Office of Fair Trading may be better suited to deal with this as they have the necessary expertise in this area. If you are unsure who to contact, then contact the Communications Commission first and we can advise you to go to the Office of Fair Trading instead if necessary.

When contacting the Communications Commission or Office of Fair Trading, you should provide us with as much information as possible. This includes a clear description of what the issue is, when you contacted the telecommunications provider, what they said in response and why you are not satisfied. If you have written correspondence then it is usually helpful for us to see this. You should also provide your contact details such as a telephone number or email address.

Unless you ask us not to, we will need to share information you provide to the telecommunications provider in order to attempt to resolve the problem.

Communications Commission Service Standards

When we receive a complaint, we aim to acknowledge receipt within 5 working days and we will keep you updated throughout the process.

We will contact the telecommunications provider on your behalf. We will ask for their side of the story so that we get a balanced view of what the issue is and whether something went wrong. We may need to request more information from you so please ensure you provide us with your contact details.

Once we have a clear understanding of the issue, we will discuss with the telecommunications provider a suitable means of bringing the matter to a close.

We have a duty to be fair and balanced and, whilst we will always be as helpful as we can in trying to rectify the issue in a satisfactory way, we cannot always ensure that the matter will be resolved in the manner that you hoped for.

We do take all complaints seriously.

If you are unhappy with our response to you, you may complain in writing and note your dissatisfaction and request a review by a senior member of the team. This will be either the Head of Regulatory Policy or the Director.

Contact Details

Bluewave: <http://www.bwc.im/about/contact/>

Communications Commission: <https://www.iomcc.im/contact-us/>

Domicilium: <http://www.domicilium.com/contact.php>

Manx Telecom: <https://www.manxtelecom.com/about/contact-us>

Office of Fair Trading: <https://www.gov.im/oft/contact/>

Sure: <https://web.sure.com/isleofman/contact-us>

Wi-Manx: <http://www.wimanx.com/contact-us/>

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