

Otelo Complaint Form

Date: 20 August 2004

ABOUT YOU

OTELO CASE REF: *****

Name: Mrs J Smith

Account Address: (This is the address on the bills that your communications Company send to you)

123 High Street
Townton
Countyshire
XX1 2ZZ

HOW CAN WE CONTACT YOU

Daytime Contact: 020 555 5555

Alternative Contact: 07991 999 888

Fax Number: 020 555 6666

E-Mail Address: jsmith@myaddress.co.uk

Correspondence Address: (This is the address that you want Otelo to write to you at concerning this complaint)

As above

ABOUT YOUR COMMUNICATIONS COMPANY

Company name:

SuperTel

(The name of the Company that you are complaining about)

Account Number:

QT 2222 4444

(This can usually be found on the bills that the Company send to you)

Date problem first occurred:

19 April 2004

(The date that you first realised that there was a problem)

Date complaint made:

21 April 2004

(The date you told the Company about the problem)

Contact names (if any):

John Anon

(The name of people at the Company that have been dealing with your complaint?)

Complaint reference (if any):

662

(This may have been given to you by your Company)

DON'T FORGET:

- We will decide as soon as possible whether your complaint is within our Terms of Reference and whether we can deal with it. We will let you know as quickly as we can.
- Include copies of all relevant papers regarding the complaint. Any evidence that you fail to submit at this point is unlikely to be considered later.
- Quote your unique Otelo Case Reference number on all documents.
- Sign and return one copy, keeping the other for your files – you will need this for your Otelo Case Reference number.
- Unless the Ombudsman rules that information given to the Service shall not remain confidential, all information provided in confidence shall remain confidential.

What was your complaint to the company about:
What is your complaint to Otelos about:

Faulty Line
Poor customer service

My phone line worked well when I moved into my premises in November 2003. It is provided by SuperTel Ltd. In April 2004 my line wouldn't allow me to dial out so I reported the fault to SuperTel and they assigned an engineer to deal with the fault.

The engineer visited and examined my line and as a result of his actions, my line began to work properly. The engineer advised me that he had investigated the problem but could find no fault. The following day, the same problem occurred; I could receive calls but not make them. I reported this to SuperTel again and again they sent an engineer out. The second engineer could find no fault on my line and said that there may be a problem with my handset.


I bought a new handset but found that when I plugged it in, I still couldn't dial out. I reported this to SuperTel who sent another engineer to my house. This engineer confirmed that there was no fault in my house but that there was at the exchange. He went to the exchange and completed the repair.

Only after three visits from SuperTel engineers was the fault located and fixed. During this time I could receive calls but only occasionally make them. During this time I used my mobile phone to dial out. This caused an increase in my average mobile phone bill from £20.00 per month to £75.00 during the time of the fault on my landline. (see enclosed C)

I feel that SuperTel have not acted in a responsible manner in dealing with my complaint. I was told time after time that there was not a fault on my telephone line when in fact there was. I consider that SuperTel did not take adequate steps to fix my line and this left me with no other option other than to use my mobile phone for which I have been charged high rates. I have also bought a new handset on the advice of SuperTel that I did not need (see enclosed E)

Enclosed:

- A. Itemised telephone bill
- B. Correspondence with Company
 - 1. Compensation claim form
 - 2. Initial response from Company
 - 3. Letter to High Level Complaints Department
 - 4. Response from High Level Complaints Department
 - 5. Company's statement of final position
- C. Itemised Mobile Phone Bill
- D. Copies of emails to friends, family, colleagues mentioning telephone problems
- E. Receipt for purchase of new handset

 Please investigate my complaint. I am happy for you to share any information I provide to you with my communications provider.

By signing this form I also give permission for my Communications provider to release to you any information they hold about me or my accounts which may be relevant to your investigation of my complaint

Print Name **Mrs J Smith**

Signature *Jane Smith*

Date **20/08/2004**

The information that we collect will only be processed in relation to your complaint; or to improve service quality.