

PROCEDURE FOR RESOLVING END USER COMPLAINTS

Complaints about electronic communications products and services provided by Lycamobile may be submitted by end users to the Customer Relations Department in any of the following ways:

Phone

- Call **151** on the Lycamobile card

Rates:

Standby time: FREE

Call to Customer Relations: FREE

- Call **+40 377 881276** from another phone or from abroad

Tariffs: other additional operating fees may apply

Web form:

- By filling in the form at: <http://www.lycamobile.ro/ro/contactus>

E-mail:

- If the complaint has already been registered and the end user is not satisfied with the response they received and wants the issue to be further investigated, they can send an email to:

complaints@lycamobile.ro

The work schedule of the Customer Relations Department is from **Monday to Saturday** between hours **09:00 - 18:00**.

End - users may submit complaints to Lycamobile within 30 calendar days on the date of the disputed event. Complaints must contain the name and details of customer contact, including telephone number, as well as a description of the issues complained of.

We intend to resolve the complaint as soon as possible and that is why we will forward it to the client information on how and when we set out to solve it in one of the communication methods for which the client opted at the time of registration of the complaint.

The maximum term for resolving complaints is **5 working days**.

The term for resolving the disturbances is **96 hours from** its notification in any of the modalities for filing the complaint, except in situations that are out of control Lycamobile or its suppliers.

In some situations including force majeure, some cases, depending on the nature and complexity the notified issues, when additional verifications or investigations are necessary, **the settlement term of complaints may be extended**, exceptionally up to **60 calendar days**, with information the client's prior knowledge of this situation.

The above-mentioned deadlines are calculated from the date of registration of the complaint with Lycamobile.

In the event of non - compliance with the above deadlines, Lycamobile undertakes to grant you for each day of delay one euro credit directly on the card, up to a maximum of 100 euros. This one compensation is subject to the conditions on the Terms and Conditions page 8, without affecting the right your compensation for the damage claimed and proven according to the conditions mentioned there.

If the complaint is not resolved amicably, the customer has the opportunity to the address in order to resolve the dispute to **ANCOM** (National Authority for Administration and Regulation in Communications), **ANPC** (National Authority for Consumer Protection) for natural persons, respectively to the competent court, as the case may be.