

## DISPUTE RESOLUTION PROCEDURE FOR END USERS

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

### Phone

- Call **151** from your Lycamobile

### **Rates:**

Wait time: FREE

Call the customer support: FREE

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

**Rates:** can be applied to other operating charges

### Web form:

- By completing the form at the following address: <http://www.lycamobile.ro/ro/contactus>

### E-mail:

- If the complaint has already been registered, and the end user is not satisfied with the answer received and wishes that the problem to be investigated further, may send an email to: **complaints@lycamobile.ro**

The work programme of the Customer Service Department is from **Monday to Friday** between **08:00-22:00**, and on **Saturdays, Sundays and public holidays** between and **08:00 18:00**.

End users **can forward** complaints by Lycamobile **within 30 calendar days** of the date of the event in question. Complaints must include the name and contact details of the client, including the phone number, and a description of the aspects of the subject.

We intend to solve the complaint as soon as possible and that's why we will forward the information to the customer about how and when we set out to solve in one of the ways of communication for which the customer has opted at the time of registration of the complaint. The maximum term for the settlement of complaints is **5 business days**.

In some situations, including force majeure, some cases, depending on the nature and complexity of the aspects are seized when necessary additional verifications or investigations, the term for the settlement of complaints **may be extended**, in exceptional cases up to **60 calendar days**, prior notification to the customer of such circumstances.

The time limits mentioned above shall be calculated from the date of registration of the complaint to Lycamobile.

Where the **complaint is not solved** amicably, the customer has the possibility of settlement of the dispute in order to address the **ANCOM** (National Authority for the Regulation and Administration of Communications), **ANPC** (National Authority for Consumer Protection) for natural persons, or to the competent **court**, if necessary.