

Customer Guarantee Scheme

Last updated 12th June 2008

TalkTalk Direct Limited

In accordance with ComReg Decision Notice D16/03, TalkTalk Direct Limited (“TalkTalk”) has established a Customer Guarantee Scheme, which sets out the minimum service quality standards that you can expect from TalkTalk. TalkTalk has categorised complaints received from Customers by VarTec Telecom and associated timescales for response (please refer to page 5, Code of Practice as included on the www.talktalk.ie, www.13636.ie and www.vartec.ie websites) and these are as follows:

- TalkTalk aims to respond to billing disputes within 10 working days of receipt.
- TalkTalk aims to respond to miscellaneous problems/issues within 10 working days of receipt.
- TalkTalk aims to remit payment (amounts specified below) within 10 working days, if we have failed to respond to your concerns in accordance with the timescales detailed above.

Payment amounts as follows:

- TalkTalk will issue a credit in the amount of € 5.00 by deposit into your bank account for failure to respond to a billing dispute within 10 working days of receipt of the complaint from you.
- TalkTalk will issue a credit in the amount of € 5.00 by deposit into your bank account for failure to respond to a miscellaneous problem/issue within 10 working days of receipt of the complaint from you.
- If TalkTalk has failed to process your credit in the amount of € 5.00 - owed as a result of the Company’s inability to respond to a complaint in accordance with the above timeframes - by deposit into your bank account within 20 working days of receipt of the complaint from you, TalkTalk will issue an additional credit in the amount of € 10.00 by deposit into your bank account within a further 10 working days (that is, within 30 days of receipt of your original complaint).

For the purpose of this Customer Guarantee Scheme, TalkTalk provides the following clarity for the terminology utilised within this document:

“Receipt of complaint” is defined as the receipt of your complaint (by phone, fax, e-mail or post) at TalkTalk’s offices in Northampton, United Kingdom. Complaints by post are received at TalkTalk’s PO Box in Ireland and are subsequently forwarded to our offices in Northampton, United Kingdom. Complaints forwarded by post are not deemed received until they are received at our offices in Northampton, United Kingdom.

“Respond” is defined as the completion of an internal investigation and issuance of a response (either by verbal communication or in writing) by TalkTalk.

“Billing dispute” and “miscellaneous problem/issue” are complaints, which are specific to the provision of TalkTalk’s services.

The Customer Guarantee Scheme is not applicable to complaints resulting from issues or problems, which are not solely under the control or the responsibility of TalkTalk.

Direct deposit of the remittance into your bank account by TalkTalk is required in order for the timescales documented within the Customer Guarantee Scheme to be applicable. Note that follow-up complaints/inquiries (received while your complaint is pending with TalkTalk) will be deemed supplemental detail to your original complaint. As such, the standards (as documented herein) for your original complaint will not apply to all subsequent questions and/or issues (applicable to the same complaint) received from you by TalkTalk.

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