



CUSTOMER COMPLAINT FORM

Fill in this form if you would like the Regulatory Authority to address a complaint. You must file your complaint with the telecommunications service provider ***first*** before the Regulatory Authority can intervene. For help with the form, please contact us at the below information.

This form can be filled in electronically or emailed to info@rab.bm. Alternatively, you can print it or fill it out manually and send either by post via ordinary mail or via fax.

YOUR CONTACT DETAILS

SURNAME	
FIRST NAME(S)	
ADDRESS (INCLUDE POSTAL CODE):	
DAY TIME PHONE	
MOBILE:	
EMAIL:	

DETAILS OF YOUR COMPLAINT

NAME OF SERVICE PROVIDER:	
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PLEASE SELECT FROM THE LIST TYPE OF SERVICE YOU ARE COMPLAINING

- MOBILE TELEPHONY
- FIXED TELEPHONY
- INTERNET SERVICE PROVIDER
- ACCESS SERVICE PROVIDER
- *OTHER

***If you have chosen OTHER please specify the type of service:**





1. When did you notice that there might be a problem? _____

2. When did you first complain to the service provider? _____

3. Has the service provider or operator sent you a final decision on your complaint? *YES/NO

**If you have answered yes, please attach or send us a copy of their final response front the service provider with this form.*

4. Have there been any court/tribunal/arbitrary proceedings relating to your complaint?
*YES/NO

5. Have you contacted any other authority about your complaint? *YES/NO

**If you have answered YES to either of the previous questions, please give details here:*

Empty rectangular box for providing details.

SUMMARY OF YOUR COMPLAINT

Large rectangular box with horizontal dashed lines for writing a summary of the complaint.



YOUR PERMISSION FOR THE REGULATORY TO PROCEED

I would like the Regulatory Authority to consider my complaint. I confirm that:

1. I have read and understood the way the Regulatory Authority procedures for complains and the extent to which they can help me with my complaint.
2. The Regulatory Authority has my authorization to contact the telecommunications service provider with whom I have a dispute and to request copies of any documentation relating to my complaint.
3. The Regulatory Authority has my authorization to use my relevant details which could include personal information in order to deal with my complaint effectively.
4. The Regulatory Authority handles complaints in a different way from courts, not usually requiring people to attend hearings in person but resolving disputes by correspondence/meetings.
5. The Regulatory Authority has my authorization to use facts in my complaint as an example of where things can be improved, but it will always respect my privacy and keep my personal information strictly confidential except as authorized above.
6. The Regulatory Authority reserves the right to post this complaint on its website (without my personal details) as a matter of transparency.

I hereby certify and confirm that to the best of my knowledge, the information furnished is true, accurate, correct and complete

Signature

Print Name

Date

❖ *Have you included everything you wish to tell us about your complaint?*

❖ *Have you included copies of relevant correspondence or documents?*

