



## HOTSPLOTS customer complaints code

HOTSPLOTS wants to provide you with the best possible customer service, but when you are not satisfied with our services we want to ensure that:

- It is as easy as possible for you to tell us about your concern or complaint
- We listen to you
- We consider how you would like us to resolve the issue
- You are satisfied with how your concern or complaint was handled
- We learn from any mistakes we make.

The next sections explain what you can do if you have any concerns or complaints about the service provided to you by HOTSPLOTS. They also tell you about our timescales for resolution and what will happen if you are not satisfied with our response.

## How you can express a complaint

If you are not satisfied with our services and want to make a complaint, our customer service team is here to help.

You can express a complaint by contacting our customer service team by

email [support@hotspots.de](mailto:support@hotspots.de)

phone 0049 30 29 77 348 87 (standard call charges to Germany apply)

fax 0049 30 29 77 348 99 (standard call charges to Germany apply)

post hotspots GmbH  
Customer Service / Support  
Rotherstr. 22  
10245 Berlin  
Germany

Please help us to ensure a fast processing of your complaint by providing as much available information as possible. This includes your personal details, contact information and details about the services you are using.

## What will happen next?

Once we have received your complaint, we will let you know and start our investigation. In case we miss details or require more information we will contact you, preferably by phone.

If you are unhappy with our decision or explanation, you can request your case to be reviewed at a higher level within the company, this normally means at management level. Your complaint will be fully re-investigated and we will keep you informed during the process. We settle most complaints at this stage but if not, we will explain our final position and send you a 'deadlock' letter.



## How long will it take?

Once we have reviewed your complaint, we will let you know the result (by email or phone), usually within five working days of receiving your complaint. If it requires more time, we will let you know and keep you informed of our progress.

### 10 business days

In the majority of cases, we will be able to resolve your complaint within 10 business days after receiving it. If we have not resolved your request within 10 business days, we will contact you again to update you on our progress. This update will include an estimate on the time needed to resolve the issue.

### 20 business days

If there is no resolution within 20 business days, we will contact you to supply a current update as well as further time we might need to resolve the request.

## Using alternative dispute resolution

### For customers in the UK:

If we can't resolve your complaint within eight weeks, you can refer your issue to the independent alternative dispute resolution service provided by CISAS. As long as your complaint is within their scope, they will investigate it free of charge.

You can ask that your complaint is transferred to CISAS before the eight weeks are over – to do so, you need to request a 'deadlock' letter from our customer services team. However, if we are confident that we can sort things out within eight weeks, we have the right to insist that our process is followed.

If you file a complaint with CISAS, you must do this within six months after receiving our 'deadlock' letter. If we have not sent you a 'deadlock' letter, you must contact CISAS within nine months of making your complaint to us.

CISAS contact details:

CISAS  
70 Fleet Street  
London, EC4Y 1EU

Phone: 020 7520 3827 (standard call charges apply)

Email: [info@cisas.org.uk](mailto:info@cisas.org.uk)

[www.cisas.org.uk](http://www.cisas.org.uk)



**For customers in the EU:**

As a consumer you can initiate a dispute resolution due to one of those issues, stated in § 47a TKG, by filing a petition to the dispute resolution body for telecommunications of the Federal Network Agency in Germany (Postfach 80 01, 53105 Bonn; [www.bundesnetzagentur.de](http://www.bundesnetzagentur.de); [schlichtungsstelle-tk@bnetza.de](mailto:schlichtungsstelle-tk@bnetza.de)).

HOTSPLOTS does not take part in other alternative dispute resolutions.

Berlin, 1 February 2017

A copy of this document can be downloaded at <http://www.hotspots.de/en/impressum.html>. Printed copies of this document are available on request and free of charge by contacting the customer service team. If you are not able to complain yourself, you can ask someone to register a complaint and act on your behalf.