

Procedure regarding end use complaint solving

Complaint submission methods::

Your complaints and information can be submitted by email, phone, and postal service.

The department responsible for receiving and recording technical complaints is:

Customer Support

Business hours: 08-20; L-V

Phone: +4(0)312.200.255

Email: support@gtstelecom.ro

Address: Calea Rahovei 266-268, corp III, etaj 1, sector 5

Commercial complaints

In case of commercial complaints, please contact your account manager (Sales Department) mentioned in the contract, or contact us by phone at +4(0)312.200.200, and you will be forwarded accordingly.

Business hours: 09-18; L-V

Complaint submission term

You can submit your complaints with respect to improper execution of the telecommunication service contract according to the terms in the signed contracts.

Complaint solving

The complaint solving and answer transmission (via phone, email, fax or post, as the case may be) will be performed with 15 days from the recording date thereof. In case the complaint cannot be solved in this term, GTS Telecom will inform you, via phone or e-mail, within 30 days from the recording on the its solving status.

In the case of technical complaints, the maximum replay term is the contractual one, based on the actual situation reported.

Damages resulting from failure to comply with the resolution and remedy terms of the faults are those provided in the contracts.

Disputes

In case you are not satisfied with the solution provided for your complaint or in case the dispute thus created is not solved amiably, you have the possibility to address The National Authority for Communication Administration and Regulation (ANCOM) or deploy other extra-judiciary procedures for dispute settlement (e.g. mediation), as well as addressing the competent courts.