The procedure for solving end-user complaints

– private or business customers –

The goal

This procedure regulates the process of solving complaints received from end users, private or business person clients of Enigma-System.net SRL (hereinafter, Enigma-System) who benefit from prepaid services.

Definitions

Business entity customers are strictly those customers who, at the time of a purchase of products or services (more precisely before the actual payment of the products or services) request the issuance of an invoice, indicating as Beneficiary the name of a business entity and specifying the tax identification code, as well as (optionally) the other details specific to business entities (trade register number, registered office address, bank account).

Individual clients are the rest of the clients who have not declared themselves as business entities. A client who initially declared himself a business person, can no longer be found simultaneously as a private person.

The complaint is a request by Enigma-System end users to resolve situations considered by them as deviations from the business or contractual conditions of service provision, a request to which an answer or a resolution is expected.

The definitions provided in the "*General Terms and Conditions* " for the use of Enigma-System prepaid services are also applicable in the case of this Procedure.

The methods of addressing the complaint

The present methods of addressing the complaint are valid for all services provided by Enigma-System, including those related to the rights of customers and the correlative obligations of Enigma-System resulting from the provisions of Art. 3 and Art. 4 paragraph (1) of EU Regulation 2120/ 2015 establishing measures to guarantee access to the open internet.

Customers who benefit from services provided by Enigma-System can address complaints in Romanian as follows:

<u>verbal</u>

- by phone, at any time by calling Customer Service, on the free number 0800 123 123, available 24/7.

<u>signed up</u>

- by SMS sent to the free number 0800 123 123, available 24/7
- by mail, to Enigma-System.net SRL, 62B Șoseaua Nordului, 014104 Bucharest

- at www.enigma-system.net then in the contact section
- by e-mail at reclamatii-clienti@enigma-system.net

Deadlines

The maximum deadline for troubleshooting for existing customers is:

- for the voice and SMS service, 8 hours from the registration with the Customer Service of a complaint from the customer, except in situations where the deadline cannot be met for reasons not attributable to Enigma-System, such as: unfavorable weather conditions, any reasons which lead to the impossibility of access to the Enigma-System equipment, etc.
- for mobile and fixed data services, 10 hours from the registration with Customer Service of a complaint from the customer, except in situations where the deadline cannot be met for reasons not attributable to Enigma-System, such as: unfavorable weather conditions, any causes leading to impossibility of access to Enigma-System equipment, etc.

The customer who benefits from prepaid services can address complaints to Enigma-System within 30 calendar days from the date of the contested event, mandatorily indicating the contested credit and/or disputed services, as well as the address to which he wishes to receive the written response to his complaint.

Enigma-System will send the Customer the reasoned response to the complaint, within a maximum of 30 calendar days from the date of receipt of the complaint.

The customer can dispute the value of the invoiced services by formulating a written complaint to Enigma-System, within 30 calendar days from the date of the disputed event, mandatorily indicating the disputed amount and/or the disputed invoiced Services. Enigma-System will send the Customer the reasoned response to the complaint, within a maximum of 30 calendar days from the date of receipt/registration of the complaint. However, for complaints that require complex investigations, the previously specified deadlines, required by Enigma-System for formulating the response to the Customer's complaint, may be extended up to 45 calendar days from the date of receipt/registration of the complaint. In this situation, the Customer will be contacted by Enigma-System within 30 working days from the date of receipt of the complaint and will be informed about the intermediate stage of solving his complaint. At the same time, the client will be notified that due to complex technical investigations, he will receive a final answer within a maximum of 45 calendar days from the date of receipt/registration of his complaint.

The deadline for registering a complaint is a maximum of 2 minutes from the moment it is received by Enigma-System.

Ways of handling complaints

The customer has the obligation, before turning to the authorities or to a court, to first address a complaint submitted to Enigma-System's Customer Service. After receiving such a complaint received from the customer - addressed in writing or verbally - Enigma-System will issue a verbal or written response, within the term specified above.

Any complaint received from the Client - addressed in writing or verbally - automatically receives a unique registration number, assigned by the electronic document management system. Each complaint falls, depending on its nature, into the category of service or product to which it refers. All details of the customer's complaint and documents received from the customer (written or verbal) are attached to the complaint. Complaint resolution goes through an investigation and resolution process.

If, after receiving the reasoned response to the complaint, the Customer considers that the solution does not benefit him or is not correct, he has the right to appeal the response received from the Enigma-System Customer Service, submitting this request in writing within 10 calendar days after receiving the initial response.

Enigma-System will send the Customer the reasoned answer to the new complaint formulated within a maximum of 10 calendar days from the date of its receipt. The new response will represent the final resolution of the customer's initial complaint.

disputes

Enigma-System will always try to resolve any disputes amicably.

For any dispute arising from or in connection with his complaint and which was not settled amicably, as well as if following the receipt of the new response to the appeal complaint (the customer's appeal to the response to the initial complaint), the Customer is still considered wronged, then it can be addressed to:

- of the National Authority for Communications Administration and Regulation (ANCOM)
- to the National Authority for Consumer Protection (ANPC), a situation valid exclusively for private person customers.

Also, the Client has the right to address complaints to the competent courts.

Methods of information

For any complaint received from the customer - addressed in writing or verbally, Enigma-System will issue a verbal or written response, by SMS, e-mail or by post, to the address mentioned by the customer.

For complaints addressed verbally to Enigma-System (by phone, through Customer Service), the client is informed about the estimated response time, and when registering his complaint in the electronic document management system, he receives also by written message the estimated response time as well as the number registration assigned to his claim.

If the customer wishes to receive information about the progress of his complaint until the initial or final response is issued, he can do so verbally (by calling Customer Service) or online, on the web page dedicated to managing the customer account.