

Provision of Consumer Complaints Consideration Department

Paragraph 1. Normative Foundations of the Provision

The provision on reviewing and responding to claims (hereinafter – the provision) was developed in accordance with the third resolution of the National Communications Commission of Georgia, dated March 17, 2006, on the approval of the provision of services and protection of consumer rights in the field of electronic communication. The rules and procedures for considering consumer claims of GLOBALCELL LLC are determined by the provision.

Paragraph 2. Definition of Terms

For the purposes of this provision, the terms have the following meanings. The terms that are not defined, should be defined in accordance with the law.

Claim – complainant's statement to restore the right that was violated during the provision of electronic communication services provided by GLOBALCELL LLC.

Complaint – written or oral (with hotline) claim.

Complainant – consumer or other interested person (whose right was violated while receiving GLOBALCELL electronic communication service) who addresses Globalcell with a claim.

Consumer – an end user who uses or intends to use services provided by electronic communication networks and means of common use and who is not intended to resell them to another customer.

Working day – any day from Monday to Friday, except weekends and holidays.

Paragraph 3. To file a Claim

1. Complaints can be filed in any of the following forms:

- Electronically – by sending an appropriate letter and message at email address: notifications@globalcell.ge;
- Physically – at GLOBALCELL LTD central office. Address: 2 Mari Brose str. Business center "Sakhli Operastan", Tbilisi.
- Orally – by submitting a claim/complaint on GLOBALCELL LTD hotline numbers (995322420200; 110-007)

2. The claim will be assigned to the consumer complaints consideration department (hereinafter department) for review.

3. The claim recipient, the structural unit of GLOBALCELL LTD is obliged to send the claim with an attached documentation (if there is any) to the department in the established manner.

4. The department is obliged to review received claims according to this provision.

Paragraph 4. Content of the Claim

In his claim complainant should indicate:

- a) Name, surname / title;
- b) ID number / VAT number;
- c) Address;
- d) Contact number and/or email;
- e) Subscription number;
- f) The service to which the claim relates;
- g) Complainant's demand;
- h) The circumstance on which the claim is based. In particular, it must be clearly and fully formulated, what complainant considers as a wrong and unfair action from the side of GLOBALCELL LTD and the circumstance on which the claim is based.

Paragraph 5. Requesting Additional Information. Leaving a Claim Unreviewed

1. At the first stage, the department checks the accordance of the claim with the provision requirements.

2. If the content of the claim does not meet with the provision requirements or it is impossible to review the claim because of the lack of appropriate information or documentation, the department will set a deadline for a complainant within two working days after receiving the claim. Complainant should provide additional information or documentation.

In such case, the period of claim review will be suspended and it will be resumed after providing the requested information/documentation.

3. If a complainant can not provide the appropriate information or documentation to the department within the fixed date which is set by GLOBALCELL LTD or complainant himself (the period can not be more than ten working days) or if the department decides that resolution of the provided claim does not belong to authority of GLOBALCELL LTD, the department decides to leave the claim unreviewed.

4. If the content of the claim does not meet with the provision requirements and there is no contact information specified, the department decides to leave the claim unreviewed.

Paragraph 6. Conflict of Interest

1. GLOBALCELL LTD employee who is a related party cannot participate in the process.

2. The department employee who has to review a claim is obliged to inform his superior and the department about the circumstances mentioned in the first part of this paragraph and recuse himself.

3. The decision on the recusal of the employee during the process is made by the head of the department or the head who supervises the activities of the department.

Paragraph 7. Claim Reviewing and Decision Making

1. The department reviews and prepares a relevant conclusion.

2. During the claim reviewing process, the department can request to receive any documentation related to the claim and/or consultation from any structural unit of GLOBALCELL LTD. In the case of request from the department, the relevant structural unit is obliged to immediately respond to the request of the department.

3. The head who supervises the activities of the department agrees with the report made by the department or returns the report with notes to the department.

4. After the final agreement on conclusion, a complainant will be informed about the decision of GLOBALCELL LTD in the manner established by this provision.

5. The review period depends on the complexity of the issue that is under consideration.

6. The claim should be reviewed within 15 days after the registration. If claim review requires an additional period because of its complexity or other objective circumstances, the complainant should be informed.

7. After the review the department makes a decision to satisfy, partly satisfy or not satisfy the claim.

8. The department should inform the complainant about the decision within 5 days, in the manner established by this provision.

9. If the claim is in oral, GLOBALCELL LTD informs the complainant about the decision in oral or written form.

10. In the case of partial or full satisfaction, if the complainant does not request a decision in written form, the decision of GLOBALCELL LTD might be delivered orally.

11. In the case of non-satisfaction, GLOBALCELL LTD will send the decision in written form. If agreed with the complainant, the decision might be delivered orally.

12. For the purposes of this provision the decision is considered to be sent in written form if one of the following methods are used:

a) It is sent to the address by post or courier;

b) It is sent at email address;

c) It is reported at GLOBALCELL LTD office;

d) It is sent by a link at the email/contact number, where it is possible to read the decision.

Paragraph 8. Evidence Analysis

Complaints consideration department is entitled to:

a) Request documents;

b) Collect references;

c) Hear the complainant or other related party;

d) Take any other action that does not contradict the legislation of Georgia or the internal regulations of GLOBALCELL LTD.

Paragraph 9. The Procedure of Resubmitting an Application on The Same Case

1. A claim on the case on which the department decision is made, can be resubmitted only if the factual or legal circumstances that formed the decision of the department have changed in favour of the complainant or there are newly discovered or newly revealed circumstances (evidences) that lead to the better decision for the complainant.
2. If the application does not indicate newly discovered or newly revealed circumstances, the department is entitled to make a decision to leave the claim unreviewed and it should be reported to the complainant within the period specified in paragraph 7.6.

Paragraph 10. Obligations of The Department

1. The department is obliged to review a claim in the manner established by this provision, to register the received claims and storage them for 3 (three) years.
2. The department stores the following information related to the consumer's claim:
 - a. Date of a claim;
 - b. The form of receiving a claim;
 - c. Name, surname and contact information of a person, who is filling a claim;
 - d. A brief description of a claim;
 - e. Information about the communication between a consumer and GLOBALCELL LTD (including the date, form, form and content of the communication);
 - f. Copies of a written communication;
 - g. The decision and the date when it was adopted.
3. The department is monitoring the implementation of this provision and controls how effectively consumer complaints are solved.
4. The department is obliged to submit a report according to the legislation on the results of claim considerations to the commission and to the public defender service that operates with the commission and defends consumer interests.

Paragraph 11. Monitoring Department Activities

1. The activities of the department are monitored by the head of GLOBALCELL LTD quality control department.
2. The department is obliged to send a daily report on claims and responses to the head of the quality control department.
3. If the department violates this provision and/or the legislation, the head of the quality control department should react in accordance with the procedure established by GLOBALCELL LTD internal regulations.

Paragraph 12. Appeal for Decision

If the complainant does not agree with the decision of GLOBALCELL LTD, he has the right to apply to the public defender service that operates with the National Communications Commission and defends consumer interests (within its competence) or to the court.