



CODE OF PRACTICE FOR COMPLAINT HANDLING

A guide to our services and what to do if you have a problem.

The aim of the 1GLOBAL Operations (Poland) Sp. z o.o. Code of Practice for Complaint Handling is to give you a clear guide and to explain our procedures for complaint handling and dispute resolution if you have a problem. It doesn't affect your legal rights, or form part of a contract between you and us.

Contact information for 1GLOBAL

To contact us, simply call 707 from your 1GLOBAL mobile. Calls are free to call 707. Or, you can call us from a landline on 020 3318 0742. These calls will be at the operator's standard rate.

You can also email us at help@1GLOBAL.com or write to us at:

Customer Services

1GLOBAL Operations (Poland) Sp. z o.o.

Al. Jerozolimskie 123A,
02-017 Warsaw, Poland.

If you'd like to receive this document in a different format, such as in large print or in Braille, email at help@1GLOBAL.com or contact Customer Services on 707 or 020 3318 0742. This document is also available in Polish upon request.

Our complaint handling procedures

1GLOBAL endeavors to make the customer experience a very good one but at times you may feel that you would like to raise a complaint about our service or if you have a billing dispute. This section sets out how to make a complaint and your rights to refer a dispute to an independent ombudsman.

1. Complaints about our service

If you're not happy with our service or would like to complain about any billing aspect of your 1GLOBAL account or would like to complain on billing or charges incurred whilst using the 1GLOBAL service please contact us first by calling 707 from your 1GLOBAL device, or 020 3318 0742 (charged at standard operator rates), or by sending us an e-mail at help@1GLOBAL.com.

To process your complaint effectively, please provide:

- Your full name;
- The subject of your complaint and the relevant period;
- A detailed explanation of the circumstances justifying your complaint.

If this information is not sufficient for a satisfactory resolution of your complaint, we may ask you for additional details.

Once you have lodged a complaint with us, we will acknowledge the complaint in writing to you and provide you with reasonable progress updates in relation to resolving the complaint where appropriate. Our customer

services team will assist you and will try and resolve the issue as quickly as possible. Once the complaint has been resolved we will issue you with a written communication confirming the final decision made on your complaint.

The response will be provided on a durable medium, such as email or letter, and will include information on available legal remedies, including the right to contact the President of UKE, an ADR body, or a competent court.

2. Acknowledgement of Complaint

Once you have made a complaint to 1GLOBAL, we will reply to you by email to acknowledge your complaint.

This email will contain the following:

- a. Confirmation that the complaint is recorded;
- b. A timeframe for resolving your complaint;
- c. The unique reference number you submitted with the complaint, which will be used to identify and track your complaint;
- d. The next steps in the process; and
- e. A link to this Code of Practice for Complaint Handling.

3. Complaint processing stages and target resolution time

Stage	Complainant	1GLOBAL	Target Response Time
1	If first contact by complainant made via phone	Assignment of complain unique ID Acknowledgement of complaint to complainant. Customer support team aims to fully resolve complaint on the first attempt however it may not always be possible.	During call to the extent possible
1	If first contact by complainant made via mail or email	Assignment of complain unique ID Acknowledgement of complaint to complainant	2 business days
2	-	1GLOBAL Investigates and seeks to resolve the complaint internally and where required with complainant. 1GLOBAL may contact complainant requesting further information or clarifications. At the end of this stage 1GLOBAL will investigate and resolve the complaint within 30 calendar days from the date of receipt, in accordance with Article 378 of the Polish Electronic Communications Law (Dz.U. 2024 poz. 1221). If the complaint is not resolved within this time, it shall be deemed resolved in favor of the subscriber by default.	30 calendar days from the date of complaint receipt

4. Complaint records

We will retain your complaint record for as long as necessary to resolve the issue, or longer if legally required or permitted under applicable regulations.

The following details shall be recorded:

- a) Your name, account number assigned to services by us, and contact details including a phone number and/or email address;
- b) The date the complaint was raised and dates of respective communication throughout the life cycle of the complaint until its closure;
- c) All communications with you including details of the response to the complaint, resolution and any determination in respect of the complaint, where relevant also including associated documentation.

In line with our Data Retention Policy, we will retain these details on our system for a minimum period of one year after closure of the complaint. For legal reasons, complainant information may be held for up to 7 years.

5. Refund

Where you purchase Services from 1GLOBAL refunds may be considered, however will be considered and granted on a case-by-case basis and only if the relevant eSIM Plan has not already expired AND you have not used more data than reasonably necessary to inspect the quality of the service and further may depend on the details of the complaint. If refund will be considered such information will be provided in the complaint determination. Where a refund is granted, it is typically applied as a refund to the same payment method that was used to purchase 1GLOBAL services.

6. Resolution and further options

1GLOBAL will endeavour to resolve all issues in a timely manner. If we are unable to resolve your complaint satisfactorily, we will provide a written notice confirming the closure of the complaint and informing you of your right to escalate the matter.

This may include filing a request with an independent alternative dispute resolution (ADR) body, submitting a complaint to the President of the Office of Electronic Communications (UKE), or taking the matter to a competent court.. Alternatively, if more than 30 days have passed since you first made your complaint and you have not received a response, your complaint shall be deemed resolved in your favor by default. You may also contact the ADR body or competent authority (please see listed below). These services are free of charge and operate in line with Polish and EU regulations..

COMPLAINTS

If you are not satisfied with the outcome of your complaint, you may contact one of the following dispute resolution bodies:

- **UOKiK (Office of Competition and Consumer Protection)**

Website: <https://uokik.gov.pl>

- **UKE (Office of Electronic Communications)**

Website: <https://cik.uke.gov.pl/uslugi-teleko/dochodzenie-rozszczen/pozasadowe-rozwiazywanie-sporow-adr-tele/>

These services are free of charge and operate in line with Polish and EU regulations.

This Code of Practice is governed by Polish law and reflects the obligations set out under the Electronic Communications Law (Dz.U. 2024 poz. 1221).