

## Code of Practice

Fast Wireless Internet Ltd. Trading as ARRA Communications, whose office is located at Boru House, Ballina, Killaloe PO, Co. Tipperary, Ireland is regulated by The Commission for Communications Regulation in Ireland (ComReg).

This ensures we are clear about our range of internet services and have a fair policy for dealing with customer disputes.

Visit <http://www.arra.ie> for more information on our products, services, and, a full access to our customer documentation.

Visit <http://www.comreg.ie> for more information on The Commission for Communications Regulation in Ireland.

### 1. Introduction

ARRA Communications is a provider of Internet services. We enable customers (“you”) to access The Internet. Access to The Internet may be provided via a fixed wireless connection, or a wired connection to your premises.

### 2. Purpose

The purpose of this Code of Practice document is to advise you of intentions, our range of services, and how we may be contacted in the event of a dispute.

### 3. Intentions

It is the intention of ARRA Communications to provide a simple, straightforward solution for Internet access to residential and business customers within the range of our operational area. We desire nothing more than to offer broadband access at a speed of your choosing, without any requirement for complication.

As a provider of technical services, we pride ourselves on offering comprehensive customer support for all broadband issues and will decline to install or connect customers to our network if we do not believe an adequate level of service can be delivered.

### 4. Broadband Services

ARRA Communications provides Internet Access at a fixed, defined speed with no bandwidth limitations. The details of our various packages, including the requirements for connection and tariffs for each are available on our website, <http://www.arra.ie>

### 5. Customer Service

#### 5.1 - Our Service

ARRA Communications provides Internet Access via Fixed Wireless Connections using our own network and equipment. Where possible, we may also be able to provide service via wired connections via the OpenEir network.

#### 5.2 - New and existing subscribers

New customers can sign up for our services via phone to 061 514 613 or via email to [sales@arra.ie](mailto:sales@arra.ie). New customers will be entered into a contract twelve (12) months in duration, after which time the customer contract will roll over into a month-to-month contract.

Existing customers can modify the broadband package they are on at any time via email to [accounts@arra.ie](mailto:accounts@arra.ie). Any change in tariffs for the customer will be advised prior to billing. Changes to the broadband package a customer is on does not affect the contract duration.

### 5.3 - Service or Billing problems

If you are experiencing any service or billing problems, you can contact us using the following methods.

Via email to [support@arra.ie](mailto:support@arra.ie) for service issues.

Via email to [accounts@arra.ie](mailto:accounts@arra.ie) for billing issues.

Via phone to 061 514 513 for all issues.

Via post to ARRA Communications, Boru House, Ballina, Killaloe PO, Co. Tipperary, Ireland for all issues.

Via the contact form on our website <http://www.arra.ie> for all issues.

### 5.4 Cancellation of Service

If you wish to terminate your agreement with us, you may do so in writing via email to [accounts@arra.ie](mailto:accounts@arra.ie) or via post to ARRA Communications, Boru House, Ballina, Killaloe PO, Co. Tipperary.

ARRA Communications may terminate your service in the following circumstances:

5.4.1 - at any time for non-payment of payment due;

5.4.2 - at any time and with immediate effect without refund for abuse of the service, violation of our acceptable usage policy, for breach of our Terms and Conditions or if the service is used for illegal purposes.

Copies of our Terms and Conditions and our Acceptable Usage Policy are available at <http://www.arra.ie> and can be provided upon request to customers during sign-up.

### 5.5 - Customer Billing

ARRA Communications issues bills monthly or annually in accordance with the agreed terms during customer sign-up. In some circumstances, customers may opt for a pre-pay system once their initial twelve (12) month contract period has expired.

ARRA Communications will issue invoices at least seven (7) days prior to due date. Hard-copy invoices are available by post or in person on request.

All payments due are settled via Direct Debit where possible, with any failed payments being taken on either the next Direct Debit run or outside of our scheduled billing period if agreed. ARRA Communications can also take cash or cheque payments if necessary.

ARRA Communications will pursue all routes available to recover outstanding debt including but not limited collection via Agency or through the Irish Court System.

The ARRA Communications accounts team will send out reminder letters, emails and SMS messages to follow up outstanding invoices. We may suspend your service at any time for non-payment. We may instruct solicitors to recover outstanding debt.

### 5.6 - Service Pricing

ARRA Communications packages and pricing is available at <http://www.arra.ie> and is priced competitively for the service provided.

## 5.7 - Loss of Service, Faults and Technical Issues

Unfortunately, from time to time you may encounter problems with the service. This may be as a result of equipment failure, network issues, loss of power, storm damage etc. If you experience a problem with your service, you can contact our technical support team via email to [support@arra.ie](mailto:support@arra.ie) or via phone to 061 514 513.

Our technical support team will make every effort to investigate the cause of the issue, to repair the issue if it is as a result of our equipment, and to advise the customer of the status as the investigation and resolution progresses.

In some instances, the issue may be a temporary problem requiring a reboot of equipment at your premises. If this is the case, our support team will advise you on how to perform any actions required to resolve.

In the event the issue is with equipment on your premises that has not been provided by us, our support team will advise you to contact a local IT Company to resolve this for you. The ARRA Communications support team cannot offer support for equipment which has not been provided by us, however, may advise you of possible solutions that you may pursue at your own risk.

## 5.8 - Complaints

If you have a complaint about the way we have handled any aspect of your account or how you have been treated as a customer while dealing with any ARRA Communications employees, you may send your written complaint to:

ARRA Communications  
Boru House  
Ballina  
Killaloe P/O  
Co. Tipperary  
Ireland

Once a complaint has been received, we will assign a unique case number which is automatically generated upon entry of a complaint to our case management system. The complainant will be informed of the assigned case number for their records and future communication in order to streamline the process.

## 5.9 - Disputes

In the event of a dispute between us, which cannot be resolved to a satisfactory level, you have the right to refer the matter to ComReg. ARRA Communications is regulated by ComReg and must abide by any decisions or rulings they make.

## 6. Customer Rights

### 6.1 - Data Protection and Privacy Policy

ARRA Communications recognises the importance of personal privacy. We make use of individuals personal information collected from customers in accordance with the GDPR.

A copy of our Privacy Policy is available on our website at <http://www.arra.ie>.

### 6.2 - Changes to our Privacy Policy

We may make changes to our Privacy Policy as required. Your continuing use of the ARRA Communications broadband service indicates your agreement to the use of your personal information as set out in our privacy policy.

### 6.3 - Terms and Conditions

Copies of our Terms and Conditions are available on our website at <http://www.arra.ie>.

### 6.4 - Code of Practice

Copies of our Code of Practice (this document) is available on our website at <http://www.arra.ie>.

## 7. IT Security

ARRA Communications is committed to industry best practice for issues of IT Security. It is our recommendation that all customers make use of modern Anti-Virus software packages, many of which are available for free.

## 8. Social Responsibility

ARRA Communications aims to adhere to the highest standards of behaviour when conducting business. It is not ever our intention to cause harm, discomfort, or distress to any living creature through our business practices, billing, network expansion or any other process, including inaction.

To this end, we regularly work with volunteer organisations such as Hotline.ie, the Irish Coast Guard, the Order of Malta Ambulance Core, local sports teams, and charitable fund raisers.

### 8.1 - Industry Association

#### 8.1.1 - ISPAI

ARRA Communications is a member of ISPAI, the Internet Service Providers Association of Ireland. This body promotes competition, self-regulation and development of Internet services within Ireland. Membership of this association is voluntary and in becoming a member, we have agreed to abide by the ISPAI code of practice. More information on the ISPAI can be found at <http://www.ispai.ie>.

#### 8.1.2 - ISME

ARRA Communications is a member of ISME, the Irish Small and Medium Business Association. This body is fully funded and managed by Small and Medium business owners, representing their sector through its members. ISME is independent of big business, big banks and the Government. ISME is a not-for-profit membership organisation.

### 8.2 - Disabled Customers

ARRA Communications is aware of its legal and moral obligations to disabled customers. Copies of all our documentation is available in larger print, on request.

Should a disabled customer require any additional assistance from any of our employees, we will endeavour to provide this where any reasonable request is presented.

## 9. Contact Details

ARRA Communications can be contacted using the following methods:

#### **By Post:**

ARRA Communications  
Boru House  
Ballina  
Killaloe P/O  
Co. Tipperary



Boru House, Main St, Ballina, Killaloe, Co.Tipperary  
Sales: 061-514513 Support: 061-514513 E: [info@arra.ie](mailto:info@arra.ie)

Broadband, Communications and Automation Specialists

Ireland  
V94DT3C

**By Phone:** 061 514 513 (INTL: +353 61 514 513)

**By Email:** [info@arra.ie](mailto:info@arra.ie)

**By Website:** <http://www.arra.ie>

The Commission for Communications Regulation in Ireland can be contacted for consumer queries using the following methods:

**By Post:**

Commission for Communications Regulation  
One Dockland Central  
Guild Street  
Dublin  
D01E4X0

**By Phone:** 01 804 9668 (INTL: +353 1 804 9668)

**By Email:** [consumerline@comreg.ie](mailto:consumerline@comreg.ie)

**By Website:** <http://www.comreg.ie>

## 10. Approval and Review of Code

The maintenance of this Code of Practice is the responsibility of ARRA Communications. It is our responsibility to review this document at interval to ensure it reflects both our commitments to our customers and to ensure compliance with ComReg requirements.

This code may be updated to reflect a change in policy. In the event this is to happen, the updated version will be published on our website at <http://www.arra.ie>.