



OFFICE OF THE COMMISSIONER OF ELECTRONIC COMMUNICATIONS AND POSTAL REGULATIONS
Helioupoleos 12, 1101 Nicosia

CONSUMER COMPLAINT FORM

Submission of a complaint to the OCECPR must follow a failure of the complainant to resolve the complaint with their operator. Consequently, any submitted complaint must be supported by documentation relating to the attempt of the complainant to resolve the issue with their operator. It is hereby brought to your knowledge that a copy of your complaint will be forwarded by the OCECPR to your Provider, in the course of seeking a resolution to the complaint, according to the Article 33(l) of Law 112(l) 2004.

COMPLAINT SUBMISSION DATE:

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Please indicate:.....

Complaint regarding Electronic Communication Services [checkbox]

Complaint regarding Postal Services [checkbox]

A. COMPLAINANT DETAILS

- 1. FULL NAME:
2. ADDRESS:
3. CONTACT PHONE:
4. FAX:
5. E-MAIL:

B. SUBSCRIBER DETAILS (IN CASE THESE ARE DIFFERENT FROM THOSE OF THE COMPLAINANT)

- 1. FULL NAME:
2. ADDRESS:
3. CONTACT PHONE:
4. FAX:
5. E-MAIL:

C. SERVICE PROVIDER DETAILS AGAINST WHICH THE COMPLAINT IS SUBMITTED

- 1. NAME OF OPERATOR:
2. SERVICE THE COMPLAINT REFERS TO:
3. PERIOD FOR WHICH THE PROBLEM REFERS TO (DATES):

D. BRIEF SUMMARY OF THE ISSUE AND THE DETAILS ON WHICH THE COMPLAINT IS BASED:

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E. BRIEF SUMMARY OF RELEVANT ACTIONS TAKEN BY THE PROVIDER AGAINST WHICH THE COMPLAINT IS SUBMITTED. ATTACHMENT OF ALL THE RELEVANT DOCUMENTS AND THE REPLY OF THE PROVIDER IS NECESSARY.

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F. COMPLAINANT’S POSITION AGAINST THE NON SATISFACTORY RESPONSE RECEIVED BY THEIR PROVIDER.

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G. BRIEF DESCRIPTION AND LISTING OF ALL THE ATTACHED DOCUMENTS WITH REGARD TO THE CURRENT COMPLAINT:

1.
2.
3.

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SIGNATURE OF THE COMPLAINANT