



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

CONSUMER COMPLAINT FORM

The complaint form must follow the effort of the complainant to resolve the matter with the provider and must include the full details of the complainant and all the relevant details constituting the complaint.

SUBMITTING DAY OF THE COMPLAINT:.....

CHOOSE: Complaint regarding Electronic Communication Services

or

Complaint regarding Postal Services

A. COMPLAINANT DETAILS

- 1. FULLNAME:
- 2. ADDRESS:
- 3. CONTACT PHONE:
- 4. FAX:
- 5. e-mail:

B. CONSUMER / SUBSCRIBER DETAILS (IN CASE WHICH ARE DIFFERENT FROM THE DETAILS OF THE COMPLAINANT)

- 1. FULLNAME:
- 2. ADDRESS:
- 3. CONTACT PHONE:
- 4. FAX:
- 5. e-mail:

C. SERVICE PROVIDER DETAILS AGAINST WHICH THE COMPLAINT IS ADDRESSED

- 1. NAME OF OPERATOR:
- 2. SERVICE FOR WHICH THE COMPLAINT REFERS TO:
- 3. PERIOD IN WHICH THE PROBLEM OCCURED (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 ADDRESSED. ATTACHMENT OF ALL THE RELEVANT DOCUMENTS AND THE REPLY OF THE PROVIDER IS NECESSARY.

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F. OBJECTION OF THE COMPLAINANT FOR THE NON SATISFACTORY ANSWER WHICH WAS SENT BY THE PROVIDER

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

- 1.
- 2.
- 3.

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SIGNATURE OF THE COMPLAINANT