

## Breeze Complaints Code of Conduct

Breeze is a company that delivers data communications services to short-term travellers. While we may not produce all the component parts of our services ourselves, we take responsibility for the services we provide to you, so we will consult with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and services they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Teams using one of the following:

- By Phone: +44 3303202064

Our advisors will ask you about your issue and seek to resolve the problem while you are on the line. During discussions, we must protect the privacy of the information that we hold about you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

- By Email: [support@esim-go.com](mailto:support@esim-go.com)
- Our Website: [www.esim-go.com](http://www.esim-go.com)
- By Letter: Customer Complaints, 8 North Bar Street, Banbury, Oxfordshire, United Kingdom, OX16 0TB. Please note that complaints submitted by post will take longer to acknowledge than all other contact methods.

If you make your complaint in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to the Complaint Escalations Team. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from the Ombudsman (details below).

Ombudsman Services – Communications  
3300 Daresbury Park, Daresbury, Warrington, WA4 4HS T: 0330 440 1614  
W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers.

Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.