

## ***Complaints***

With respect to your telephone line rental only.

Megganet likes to anticipate problems as it cuts down unnecessary frustration and downtime. However, there are factors beyond our control and sometimes beyond our imagination and we want to be able to help you in any way we can and not just what we are legally bound to do.

Should you feel you have a genuine telephone line or administration problem, phone Megganet in the first instance.

If you use our ticketing system, please keep the message clear, on point and we will get back to you as soon as possible.

If there are any significant amendments to this document, we will notify you on your bill or by email.