



EH!tel Networks Inc

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COMPLAINTS POLICY

EH!tel Networks Inc. (EH!tel) is committed to the highest possible practice standards in dispute resolution to ensure that participants and the general public can have confidence in our complaints process and commitment to provide optimal service to those we serve. We have adopted the core principles of dispute resolution mechanisms and process advocated and set out within the highest standards of the ADR Institute of Canada. (ADRIC). The complaint policy and process is an important tool to promote and ensure quality control. It is intended to provide a process for the investigation and resolution of complaints about our telecommunication services, network, and response to any issues that arise that impact our relationships with industry partners, and the public we serve. Our process is open, efficient, and fair.

Our internal process is designed to resolve complaints prior to any outside or third party that may be requested to resolve any complaint or dispute prior to the CCTS participating in a complaint generated that was not resolved at our corporate level.

The following process will apply when the Institute receives a complaint about one of its services, processes, employees or subcontractors. :

1. The Ombuds person will review the complaint to ensure that :
 - I. It concerns an issue directly related to EH!tel
 - II. It involves an act or omission in the course of his or her rendering services as an employee, or service provider even if contracted by EH!tel or any of its entities
 - It involves a service, billing issue or service delivery that was preventable and not an act of god that prevented the network service from being delivered
 - By a direct participant (“complainant” or “Customer”)who is a subscriber to services or supplier
 - By any member of the public of organization who has direct knowledge of the non-compliance based on the code of conduct and ethics as pledged to the CRTC.
 - Any internal matter that impacts public perception and governance
 - It contains sufficient details and particulars to enable a response
 - The complainant has been informed of the complaint process
 - III. The parties to the complaint have attempted to resolve with EH!tel directly following the complaints process prior to initiating a third party through CCTS
 - IV. When the organizations CEO and or OMBUDS person have been made aware of an unresolved matter that all materials and supporting documentation along with a copy of the policy will be sent to the respondent



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- V. When a complaint is received EH!tel will investigate and follow the procedure as set out below for review and resolution
- Receive and review the complaint and initial responses from receiving department or manager handling initial complaint
 - Request and review any additional materials provided to provide factual background to isolate issues and available solutions
 - Review and provide updates to complainant and clarify accuracy of available information
 - Assess the complaint and attempt to resolve with mutual resolution
 - Prepare written report and maintain copy in complainant file
 - Recommend any internal process issues that require amendment or coaching
 - Confirm outcome and resolution to improve internal systems
- VI. Track issue and resolution and include in reporting and tracking
- VII. If issue is unresolvable and results in escalation all internal documentation is to be made available along with a summary labeled "Executive Summary"
- VIII. A review will be provided to the department head and or manager involved with the complaint for training purposes to review internal procedures and make recommendations for process changes relating to the particular area where the complaint arose.

Policy updated as at September 17, 2021