

Aura Complaints Procedure

This document outlines the Complaints Procedure for Aura's direct customers and partners.

We do everything we can to make sure our partners and customers are satisfied with the quality of products and services we provide, but even with our greatest efforts, issues can sometimes arise. We take complaints very seriously and strive to address them promptly and effectively.

Whilst we might not manufacture every single component of our services in-house, we take accountability for the services we offer you, thus we will work with our suppliers to make sure that any issues with their products or services are fixed as soon as possible.

If you have a complaint regarding any part of our service, please contact our Customer Success team using one of the following:

- **By Phone:** (UK) +44 203 869 4848 (select the option for existing customers). US: +1 855-505-1378.

A member of our customer success team will endeavour to resolve any issue you are experiencing over the phone, if they are unable to resolve the issue with you, your complaint will be escalated internally to our complaints team.

- **By Email:** complaints@weareaura.com

- **By Letter:** (UK) Complaints Team, Aura, Birchin Court, 20 Birchin Lane, London, EC3V 9DU;
(US) Complaints Team, Aura, 125 South Wacker Drive, Chicago, Illinois, 60606.

If you make your complaint via email, receipt will be acknowledged within 2 working days. If you send a letter of complaint in the post, we will acknowledge receipt within 2 working days of delivery.

We will advise how and when we will provide a substantial response, and provide you with a direct contact for communications regarding your complaint. We will try to resolve your complaint quickly and efficiently and always aim to resolve complaints within 14 working days. However, depending on the nature and complexity of the complaint, we may need to gather information from third parties, in which case a 14 day turn around may not be possible. We will advise you if this is the case and ensure regular updates are provided where feasible.

If you are not happy with the progress of your complaint, or if we cannot come to a satisfactory resolution within 8 weeks of your original complaint, then we may issue a "deadlock" letter which means the parties have reached a stalemate. At this point you may seek help from external and impartial parties:

In the UK - the Ombudsman:

Ombudsman Services – Communications

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

W: www.ombudsman-services.org

The Communications Ombudsman is an Alternative Dispute Resolution (ADR) scheme approved by Ofcom to independently handle disputes between consumers and communications providers.

The Ombudsman acts as an independent arbitrator between consumers and providers, ensuring a fair and impartial process. They will investigate the complaint, review evidence from both sides, and make a decision.

In the US – FCC

The FCC handles complaints about various communication services, including phone and internet issues, billing, and equipment problems. They have a dedicated Consumer Complaint Center where individuals can submit complaints. Please follow the guidance here in order to progress a complaint - <https://www.fcc.gov/telecommunications-consumers-division-complaints>