

MBNL: Compliments, Comments & Complaints Policy

Introduction

MBNL is jointly owned by EE and Three, two of the UK's leading mobile operators. Our mission is to provide best-in-class mobile infrastructure services to EE and Three for serving their customers in the UK. Through cooperation with a wide range of site providers, MBNL oversees mobile telecommunications infrastructure at over 20,000 sites across the country on behalf of both EE and Three. Together, we take pride in helping to build the UK's digital future by bringing better mobile connectivity to every part of the country. Driven by our mission, together MBNL, EE & Three strive to deliver excellence through our dynamic and passionate people, set industry-leading standards for service delivery, health and safety as well as security. We continuously enhance our capabilities and services so EE and Three can always offer their customers the best experiences amid rapid advances of technologies, evolving consumer needs, and changing business environment.

Our Aims

It matters to MBNL that our site providers, their representatives, agents, and members of the public, are satisfied with their experiences with us and trust the way we work. Whilst we hope you never have any cause to complain to us, we do recognise that despite our best efforts, things can go wrong from time to time, and we take all complaints very seriously when they do occur. MBNL believes each complaint deserves to be reviewed to allow for a thorough response. This process allows us the opportunity to take the correct steps to address the issue. Every concern or complaint is an opportunity for us to improve the way that we work and deliver better experiences to all involved.

Service Requests and Queries

Please check the MBNL website for how to contact us initially to raise onsite issues and incidents:

<https://mbnl.co.uk/site-provider-contact/>

Compliments & Comments

As a valued member of our site provider community, MBNL would love to hear from you when we get things right or if we can do things differently, so please do contact us by emailing landlords@mbnl.co.uk or complete our brief [Site Provider Experience survey](#).

Any members of the public wishing to tell us when we have done well, please email our team at community.relations@mbnl.co.uk to let us know your good news stories!



Complaints: MBNL's aim for our process is to be:

Clear & Simple, Personal, Brilliant

We want it to be a simple process for you, keeping you updated at each stage of the complaint resolution process.

We listen, build trust and rapport and act professionally to understand your complaint and take responsibility to thoroughly investigate. We expect all our employees and partners to adopt principles of good engagement, treat everyone with respect and act professionally in accordance with OFCOM's ECC Code of Practice.

We are committed to keeping you updated throughout the complaint management process and to deliver a response. We expect our supplier partners to lead by example to promote respect, integrity, a high quality of service in their activities and to also deal with complaints effectively. If our supplier partners have not fulfilled this adequately, please use this process:

Step 1: Contact Us

Please email landlords@mbnl.co.uk with our site reference number if you have it; alternatively, please give your postcode so we can find your details. This is monitored Monday to Friday by MBNL's Landlord Relationship Team.

Alternatively, please write to:

Complaints c/o Landlord Relationship Team
Mobile Broadband Network Limited
6th Floor Thames Tower
Station Road
Reading
RG1 1LX

Step 2: Acknowledgement by MBNL

MBNL will acknowledge your complaint within 2 working days of receipt into the appropriate team and provide a unique Case Number by return.

Step 3: Fact Finding

At MBNL, we believe that a prerequisite of effective complaint management is that the complaint is understood fully before any attempt is made to seek a resolution. We may need to contact you to gather more information relating to your complaint. We will also consult with any other parties involved to help gain a full understanding of the situation, helping us to



manage the complaint more effectively. MBNL will keep you updated with what is happening next and provide timescales to you.

Should you wish to contact MBNL to check on the progress of your complaint, please email landlords@mbnl.co.uk quoting your Case Number reference.

Step 4: Investigation

Based on the results of the initial fact-finding exercise, MBNL will carry out a thorough investigation with all those involved, which may include our supplier partners, and seek a full response from each. We will then inform you of the next steps, in response to your complaint. In some cases, we may close the complaint at this stage and move to Step 5.

Step 5: Action

MBNL will decide upon 1) Whether remedial action is needed and 2) What the appropriate level of action might be with all the parties concerned, depending on the nature of the complaint. MBNL will consider whether any changes to processes and procedures are required because of the findings.

Step 6: Response & Closure of Complaint

MBNL will respond formally when appropriate to advise on the outcome of your complaint. If more than 28 days go by between the above steps without us hearing from you, we will assume the matter has been dealt with satisfactorily and the complaint will be closed.

Complaint Escalation and Alternative Resolution Procedures

Any further feedback on the outcome of any of the steps received after this time will be considered a new complaint and will be processed from Step 1 of the above complaints management cycle.

To escalate further within MBNL, please write to:

MBNL

FAO: Property Director
Mobile Broadband Network Limited
6th Floor, Thames Tower
Reading
RG1 1LX



If you wish to escalate beyond MBNL, you have the options to contact our Shareholders **for the attention of their Property & Estates Teams:**

EE

By email: customerrelations@ee.co.uk

By post:

FAO: Property & Estates Team

EE Limited

Trident Place

1 Braham Street

London E1 8EE

Three

For matters from the General Public, relating to the Three Network, by email to:
Public.Affairs@three.co.uk

For Property and Code matters, relating to the Three Network, by email to:
Site.Management@three.co.uk

By post:

FAO: RAN Network Property Network Team

450 Longwater Avenue

Green Park

Reading RG2 6GF

Keeping Records & GDPR

MBNL records all complaints and associated communications between all parties, which undergo an internal review process regularly at senior management level.

MBNL will maintain your data securely and process it in accordance with the General Data Protection Regulation (GDPR) and will keep it strictly confidential within MBNL and our Shareholders. By sharing your data when submitting a complaint, you consent to its use in this way.

