



SMALL & MEDIUM-SIZED BUSINESS PROTECTION

www.ra.bm

WHAT IS THE **COMPLAINTS PROCESS** FOR SMALL & MEDIUM-SIZED BUSINESSES?

1. Before raising a complaint with the RA, you must first take all reasonable steps to resolve the complaint directly with your Service Provider.
2. If a complaint cannot be resolved directly between you and your Service Provider in a timely manner, typically within 60 days, then you may escalate the complaint to the RA.
3. The first step in addressing your complaint with the RA is to complete the “Submit A Complaint” form on www.ra.bm and include all supporting documents that are related to your complaint.
4. Once submitted, the RA’s Consumer Advocate, who is responsible for managing consumer complaints, will contact you.
5. From there, the RA will have 30 days to informally resolve the complaint or take other steps that may be necessary — i.e. to refer the matter to private arbitration, adjudication, or formally dismiss the complaint in instances where the complaint is plainly without merit.

Be an **INFORMED BUSINESS** and know your **RIGHTS** and **RESPONSIBILITIES**.

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The RA's Principles of Consumer Protection General Determination provides increased protection for consumers, including Small and Medium-sized Businesses, and is a legally enforceable framework for Service Providers in the **Electricity** and **Electronic Communications** sectors.

As a **Small or Medium-sized Business**, you have the right to and responsibility for business protection. Likewise, **Service Providers** have rights and responsibilities for business protection.



For a full list of RIGHTS & RESPONSIBILITIES, go to www.ra.bm

BUSINESSES HAVE THE RIGHT TO:



Have your complaints acknowledged by your Service Provider within one business day.



Cancel a contract with your Service Provider within the first two weeks of service.



Honest advertising and clear language that is easy for you to understand.



Understand your service provider's Terms and Conditions before signing a contract.



Know your ability to pay your bill and understand all financial obligations before signing a contract.



Address your concerns, complaints and technical issues with your Service Provider in a timely manner.

SERVICE PROVIDERS HAVE THE RIGHT TO:



Enforce their Terms of Service and Conditions of a signed contract (unless otherwise stated).



Receive payment for services provided to Consumers on or before the published due date.



Inform Consumers of planned outages lasting more than 5 minutes.

SERVICE PROVIDERS HAVE THE RESPONSIBILITY TO:



Provide fair treatment and access for vulnerable persons.



Refrain from sending unsolicited direct marketing without consent from the Consumer.



Comply with the Terms and Conditions of their licence to deliver products and services.