

Lobster.

The full English mobile

Customer Complaints Policy

Just in case we mess up

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Lobster

María Tubau 3, Planta 5 Modulo C

Madrid, 28050

Spain

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E hello@lobster.es

W lobster.es

Registration number B87836607

Customer Complaints Policy

To submit a complaint regarding anything to do with Lobster, you should contact us using one of the methods detailed below, within a period of one (1) month from first experiencing the event that is prompting the complaint.

Telephone: call 711 (for calls within the Lobster network) or, on +34 711000711

Online: log in to care.lobster.es and raise an issue

Email: send an email to complaints@lobster.es

Letter: send a letter to Zinnia Telecomunicaciones SLU, Customer Services, Maria Tubau 3, planta 5, Modulo C, 28050, Madrid.

Upon receipt of the complaint, Lobster will advise the Customer of the corresponding reference number and, if requested, a document evidencing the nature of the complaint that has been filed together with a description.

If you have not received a satisfactory response from Lobster within one month, you may address your complaint to the following channels, in accordance with the regulations of each organisation:

Secretary of State for Digital Advancement

Telephone: 901336699/911814045

Online: <http://www.usuarioteleco.gob.es>

Consumer Arbitration Boards, either directly or through a Consumers' Association.