



Complaint Submission Form

Avaya OneCloud™ CPaaS

Instructions: Please complete this form and ensure that all writing is in print lettering as we may not be able to process your complaint if we can't read it.

Customer / Company name			
Your Name (if different from Customer name or Company name), relationship to customer or title			
Service address (address where the service is being provided) Street Address, Unit #			
City/Town	State/Province	Country	Zip/Postal Code
Contact Numbers where we can reach you			
Number:		Email:	
<p>What is your complaint about?</p> <p> <input type="checkbox"/> Billing Error – Please enter the amount you are disputing. \$ _____ <input type="checkbox"/> Contract <input type="checkbox"/> Service Delivery <input type="checkbox"/> Transfer of Service <input type="checkbox"/> Legal <input type="checkbox"/> Other (please specify): _____ </p> <p>Please provide the details of your complaint.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			

Signature

Date (DD/MM/YYYY)

Please submit the completed complaint form to cpaassupport@avaya.com

Upon receipt of the complaint form, we will review and provide you with a complaint tracking number. The complaint process begins the next business day following receipt of the complaint.