

Complaint Handling Policy

1. Introduction

We are committed to providing our customers with the best products services and experience, every time they deal with us – and that includes handling complaints. This policy tells you more about our process if you get in touch with any concerns about our products or services.

It's our goal to handle every complaint fairly, politely, objectively and efficiently.

2. Who can make a complaint

Anyone who isn't satisfied with our products or services, or how we have handled your enquiry, can get in touch to lodge a complaint – including you.

If you have expressed dissatisfaction or if it's unclear of to us if you wish to make a complaint, our staff will ask you if you wish to make a complaint.

If you'd like to nominate someone else to make or handle a complaint on your behalf, we might call or email you and ask for your permission to discuss your complaint with them.

We'll handle your complaint fairly, politely, objectively and efficiently – and provide help to anyone who needs to formulate, lodge and progress a complaint with us.

If you need help with making a complaint (e.g. if English is not your native language), you can contact us through an interpreter service.

If you have any other specific needs, please let us know – so we can best work out how to help.

3. Your legal rights

Nothing in this policy limits or detracts from your rights under the General Standard Terms & Conditions, the Telecommunications Act 1997 (Cth) ("Telecommunications Act"), the Competition and Consumer Act 2010 (Cth) or any other laws.

While we believe that our complaint handling procedures in this policy will provide a quick and effective resolution of your concerns, you don't have to follow them. You can choose to take independent action to enforce your rights instead.

4. How we will handle complaints

Our complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints.

Our Customer Service team will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or our authorised dealers and staff.

Our main goal is to resolve most enquiries and complaints during your first call, and our Customer Service Representatives have the training and authority to deal with most problems and enquiries.

That's not always possible, though – and if that's the case, we'll aim to have the complaint resolved within a timeframe that's agreed upon with you.

We will not cancel your services when you make a complaint, to us, or to an external dispute resolution body.

To keep track of how we're handling complaints, our supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by us, with a view to understanding how we can do better.
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.
- Identify systemic issues and implement ways of improving our processes and the training of staff.

5. How to take your complaint to senior team members

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

6. Making complaints

If you need to make a complaint or would like to check on the progress of a complaint, please contact us by using one of the following methods:

Phone: **1300 859 835** 8:30am-6:00pm AEST Monday to Friday

Mail: Customer Care P.O. BOX 222 South Melbourne VIC 3205

Email: customerservice@oztalk.com.au

We will acknowledge your complaint immediately if you complained to us over the phone, and within 2 working days if you have lodged your complaint through any other channel (for example, by email, online or post) -including where you left a message with our afterhours messaging service.

If we can't speak to you directly, we will send you an email acknowledging your complaint and share our contact details so you can call us back.

When we acknowledge your complaint, we will give you a unique reference number or similar to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by using the contact phone number or email address on your most recent invoice.

We will provide confirmation of the resolution, or proposed resolution, of your complaint within 10 working days or written confirmation will be provided within 5 days of a request.

We aim to resolve all complaints within 10 working days of the complaint being received. If we are unable to meet this time frame we will explain why before that period ends and provide you with a

new expected time frame. If the delay is not caused by a notified mass outage of service and the resolution will be delayed by more than 10 working days, we will advise you on external dispute resolution avenues including the TIO.

You can request your complaint to be looked at urgently:

- if you have applied to qualify as being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the financial hardship you are experiencing, or
- if your service has been disconnected or is about to be disconnected and due process has not been followed.

In this case, we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. If there is a delay, we will explain why, provide you with a new expected timeframe. If the delay is longer than 10 working days, we will inform you about your options for external dispute resolution such as the Telecommunications Industry Ombudsman (“TIO”).

We will provide confirmation of the resolution, or proposed resolution, of your complaint within 5 working days or in written form if you ask for it.

Before closing the complaint, we will contact you to confirm that your complaint has been resolved.

If we are unable to contact you, we will write to you and let you know. We will also provide details of our contact attempts and ask you to contact us to discuss the complaint within 10 working days. If you don't contact us within this time, the complaint will be closed.

If you are unsatisfied with the response times that apply to the handling or management of your complaint or that you reasonably want your complaint to be assessed and treated as an urgent complaint, we will, within 5 working days or 2 working days for urgent complaints, advise you about our prioritisation and escalation processes and your options for external dispute resolution organisation such as the Telecommunications Industry Ombudsman (“TIO”).

7. Monitoring the progress of your complaint

You will be provided with a unique reference number for your complaint, which you can use to track the progress of your complaint. You can monitor the progress of your complaint by calling our Customer Service Team.

8. Proposed Resolution

If we propose a resolution to your complaint, we will ask if you are satisfied with the proposed resolution. A proposed solution must be accepted by you before we are required to implement it within 10 working days.

9. Free of charge

We won't charge you for dealing with your complaint.

10. Taking appeals to external organisations

We believe that our internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the TIO to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through our review process before complaining to the TIO. You should note, however, that the TIO service is intended as a last resort for telecommunications subscribers with complaints and the position of the TIO is that you should raise a complaint with us before approaching them.

The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the Australian Communication and Media Authority.

To lodge a complaint with the TIO you can call on 1800 062 058 or visit the website www.tio.com.au or write to:

TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007

11. Frivolous or vexatious complaints

If, after careful consideration and appropriate internal escalation of a complaint, we reasonably conclude that:

- we can do nothing more to resolve the complaint or assist you; and
- your behaviour or complaint is frivolous or vexatious,

we may decide not to deal, or to deal further and close the complaint.

We'll contact you within 5 working days to let you know the reasons for our decision – and your options for resolving things externally such as the Telecommunications Industry Ombudsman ("TIO").

If you want written confirmation, please request it from us & we will have it done within 5 working days

