

Australia Complaints Handling Policy

1. Introduction

Our company is committed to providing high-quality telecommunications services and handling consumer complaints professionally, effectively, and efficiently. This document outlines our complaints handling policy in compliance with the Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

2. Scope

This policy applies to all consumer complaints regarding our telecommunications products and services.

3. Definitions

- Complaint: An expression of dissatisfaction made to us by a consumer relating to our products or services, where a response or resolution is expected.
- Consumer: An individual or a business/non-profit organization that acquires telecommunications products for personal or domestic use.
- Urgent Complaint: A complaint that requires immediate attention due to financial hardship, imminent disconnection, or issues involving priority assistance consumers.

4. How to Make a Complaint

Consumers can make a complaint through the following channels:

- Telephone: +61 861 863 635
- Email: support@betterroaming.com
- Online:
<https://support.jira.1global.com/servicedesk/customer/portal/4/group/6/create/23>
- Mail: TP Operations Australia Pty Ltd, 616 Harris Street, Ultimo, Sydney NSW, 2007

Complaints can be made during our business hours: 9:00 AM to 5:00 PM, Monday to Friday.

If you contact us in writing, please don't forget to include your:

- Full name;
- Business name;
- Telephone number
- Postal address; and
- Email address.

You may appoint a representative to make and manage a complaint on your behalf. If you choose to do so, please provide the representative's full name and contact details (telephone number, email address, or postal address) when you submit the complaint.

Additionally, please inform us whether this representative has the authority to access your account information.

5. Complaints Handling Process

Step 1: Acknowledgement

- We will acknowledge all complaints immediately if received by phone.
- For complaints received by email, online, post, or recorded telephone message, we will acknowledge within 2 working days.

Step 2: Initial Assessment and Investigation

- We aim to resolve complaints on first contact where possible.
- If further investigation is required, we will assess the seriousness of the complaint and begin our investigation accordingly.

Step 3: Response and Resolution

- We will provide a proposed resolution within 15 working days of receiving the complaint.
- For urgent complaints, we will provide a proposed resolution within 2 working days.
- We will tailor any remedy to address the main cause of your complaint and your individual circumstances.
- We will resolve complaints about alleged billing errors no later than the end of the billing period immediately following your current billing period, or within 40 calendar days, whichever occurs first.

Step 4: Implementation and Closure

- Once a resolution is agreed upon, we will implement the necessary actions within 10 working days.
- A complaint will only be closed with the consent of the consumer or if the consumer does not respond within a specified timeframe.
- We will provide written confirmation of the resolution if requested by the consumer.

6. Escalation and External Dispute Resolution

- Consumers can request their complaint to be escalated if they are dissatisfied with the handling or response times.
- If our Customer Service Office is not able to resolve your concerns, we will refer your complaint to our Customer Services Manager and you will receive an email confirming this escalation. The Customer Services Manager will carry out a thorough and unbiased review of your complaint and its handling or will investigate the delay in response times. We will provide you with a complaint reference number, and within 2 working days, your complaint will be allocated to a dedicated case manager who will work with you to resolve your complaint.

- If a consumer is still not satisfied, they can contact the Telecommunications Industry Ombudsman (TIO) for external dispute resolution at 1800 062 058 (1800 675 692 from a TTY handset) or otherwise contact the TIO via the contact methods set out at www.tio.com.au.

7. Record Keeping

- We will maintain records of all complaints for at least two years, including details of the complaint, communications, and resolution.

8. Monitoring and Review

- We will regularly review our complaints handling process to ensure it remains effective and efficient.
- Complaints will be classified and analyzed quarterly to identify and address systemic issues.

9. Privacy and Confidentiality

- Personal information collected during the complaints process will be handled in accordance with the Privacy Act 1988 and will not be disclosed to third parties without consent, except as required for managing the complaint.

10. Reasonable Assistance

- We will provide reasonable assistance to consumers who need help making a complaint, including those with disabilities, from non-English speaking backgrounds, or experiencing financial hardship.

11. Delays and Communication

- We will inform consumers of any delays in handling their complaints as soon as possible and provide reasons for the delay along with a new timeframe.
- Consumers will be updated on the progress of their complaint regularly.

12. Frivolous or Vexatious Complaints

- If, after careful consideration, we conclude that a complaint is frivolous or vexatious, we may decide not to deal further with the complaint. We will inform the consumer of this decision and their options for external dispute resolution.

13. Customer Expectations

- To ensure your complaint is resolved effectively, we may need to contact you for more information and to discuss your concerns. We ask that any undisputed amounts on your bill be paid during the complaint investigation. We will not take credit management action on amounts that are part of your complaint, nor will we cancel your service just because you are making a complaint or for the sole reason that you were unable to

resolve the complaint directly with us and pursued options for external dispute resolution.

14. Final Confirmation of Resolution

- We will not implement an outcome or resolution unless this has been accepted by you or your representative. We will not close your complaint without your agreement unless we are unable to contact you after making multiple attempts to do so. We are happy to confirm the resolution via letter or email within 5 working days if requested.

Last update: 18 July 2024