

Customer Complaints Policy

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1. Introduction

This document defines our complaints policy which helps ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

A complaint means the expression of dissatisfaction with any aspect of our products and services or the procedure of our complaints handling process.

2. Summary

E.Tel is committed to a consistent, fair and confidential complaint handling process and strives to resolve any problems you may have during your first contact with us. Our complaint handling process complies with the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 (as amended) and other applicable telecommunications consumer protection obligations. Please call us on 1300 383 588 or email us at support@etel.com.au during business hours and we will do our best to fix any problem you may be having with our service as soon as possible.

3. Our responsibilities

- To provide an efficient, fair and structured mechanism for handing complaints.
- To provide an accessible complaint handling process for all consumers, including consumers with disabilities, consumers experiencing vulnerability, and consumers requiring additional assistance.
- To keep customers informed as to the progress of their complaint and the expected time frame for resolution.
- To review our complaints quarterly, so that we can improve our standard of customer service.

4. Accessibility Assistance

We are committed to ensuring our complaints process is accessible to all consumers.

If you are deaf, hard of hearing, or have a speech impairment, you can contact us through the National Relay Service (NRS):

- Visit http://www.accesshub.gov.au/about-the-nrs
- TTY users: Call 133 677
- Voice Relay users: Call 1300 555 727
- Internet Relay users: www.accesshub.gov.au

5. Handling your complaints (3 Stes)

- Upon receiving a complaint we will acknowledge your matter via telephone or in writing within 2 business days.
- Where possible, complaints will be resolved at the first point of contact. If the complaint cannot be resolved during the first contact, we will provide you with a complaint reference number and information about how to contact us regarding the progress of your complaint.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy where your service is about to be disconnected, or where you are receiving priority assistance (for example, for medical reasons) We will acknowledge and prioritise urgent complaints immediately and aim to resolve them within 2 business days. We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will aim to resolve a matter within 10 business days.
- Complex complaints may take longer than 15 business days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

a) Step One

If you have a complaint regarding any aspect of your account or dealings with E.Tel, we urge you to contact us:

Contact Method	Purpose	Availability
Phone: 1300 383 588	Make or follow up a complaint	7 days, 8am – 8pm AEST/AEDT
Email: support@etel.com.au	Make or follow up a complaint	7 days, 8am – 8pm AEST/AEDT
Online Contact Form	Make or follow up a complaint	7 days, 8am – 8pm AEST/AEDT
Live Chat	Make or follow up a complaint	7 days, 8am – 8pm AEST/AEDT

If you prefer to put your complaint in writing, we will respond to your email and will confirm any details in writing if you request us to do so. If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for a procedure and form to appoint an authorized representative or advocate: www.etel.com.au/policies

When you discuss your complaint with us, we will assist you to clarify and form a resolution for the complaint. We will also give you an indicative timeframe for resolving your complaint. We will endeavor to keep you informed constantly on the status of your complaint. You can follow up on your complaint by emailing us at support@etel.com.au or call us on 1300 383 588.

b) Step Two

Complaints made to E.Tel are overseen by our customer service management. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take up to 15 business days or longer (in which case where it may take longer we will update you with a reason for the delay and the expected timeframe).

If the delay is more than 10 business days (and not the result of a mass service disruption) we will also inform you
If you are not satisfied with the outcome of your complaint, you may ask Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

c) Step Three

We will not close your complaint unless:

- the complaint has been resolved and you have agreed to the proposed resolution; or
- we reasonably believe the complaint has been resolved and have informed you of the outcome; or
- you have requested the complaint be closed.

6. What if your complain is urgent

Your complaint will be treated as urgent

- If you have applied for 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 or
- If you are receiving priority assist (e.g. due to sever medical condition) for the service your complaining about.

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 business days. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is longer delay we will also inform you about your options for external dispute resolution such as TIO.

7. If you are unhappy with our efforts

If you inform us that you are not happy with our complaint timeframes, its progress, or outcome or if you inform us your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissatisfied, we will inform you about your options for external dispute resolution such as the TIO.

We will never cancel your service if you have contacted and engaged an external dispute resolution scheme.

8. Network Outage Complaints Handling Process

E.Tel has established a Network Outage Complaints Handling Process to assist customers who experience a service outage or wish to make a complaint regarding a network outage.

Reporting a Service Outage

You can make a complaint about your service not working or about a network outage using the same contact methods and details as set out above for making a general complaint.

These contact methods may be used to:

- Report a service outage;
- Make an enquiry about a network outage;
- Lodge a complaint regarding a network outage; or
- Request urgent assistance relating to a network outage.

Handling Network Outage Complaints
Upon receiving a network outage complaint, E.Tel will:

- Record the outage report or complaint;
- Investigate the issue and determine whether it relates to a known outage;
- Provide available information regarding the outage and expected restoration time where available;
- Prioritise urgent complaints in accordance with this policy;
- Keep customers informed of the progress of their complaint and any significant developments;
- Advise customers of the outcome once the matter has been resolved.

Where a network outage complaint cannot be resolved immediately, E.Tel will provide a complaint reference number and information regarding how the customer can obtain updates.

Executive Responsibility

The Chief Executive Officer is responsible for the implementation and operation of E.Tel's Network Outage Complaints Handling Process and has approved this process.

9. Other Channels

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies such as the TIO.

The Telecommunications Industry Ombudsman (“TIO”) is an alternative dispute resolution scheme for residential and small business consumers in respect of disputes. The TIO can assist

you if you have been unable to resolve your complaint with your phone or internet company directly.

The TIO seeks the co-operation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable.

You can contact the TIO as follows:
Phone: 1 800 062 058
Fax: 1 800 630 614
Online: http://www.tio.com.au/making-a-complaint
The services of the TIO are free of charge