

Overview

This is a summary of the complaint handling process for customers and former customers who are covered by the [Telecommunications Consumer Protections Code C628:2019](#) ("TCP Code").

It outlines how we handle complaints, and is intended especially for our past, current and prospective customers.

Who can lodge a complaint?

As our customer or former customer, you have the right to make a complaint. If you do make a complaint, we will deal with it in a fair, efficient, objective manner and through a transparent process.

We aim to solve any problems you may have during your first contact with us about the problem. Our complaint handling process complies with the requirements of the TCP Code and responsibility for compliance with the process lies with our Directors.

Costs

We will not charge you for dealing with your complaint in most instances, and we will never charge you without telling you first.

We can charge you to recover our costs in very specific circumstances only. For example, if you request information that was collected more than 2 years ago, or if you request information that is not free of charge as per our Customer Terms or the relevant Critical Information Summary.

If cost recovery charges apply, we will tell you before charging you (and you may of course choose not to pay and discontinue your complaint) and we will inform you about your options for external dispute resolution, for example the Telecommunications Industry Ombudsman ("TIO").

What we will do

Acknowledge

We will acknowledge your complaint immediately if you spoke with us over the phone. Otherwise, we'll acknowledge your complaint within 2 business days (including if you left a voicemail).

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 calling our Support team on **1300 162 163**.

Solve

A complaint is resolved when it is brought to a conclusion in accordance with the TCP Code (whether or not in your favour). Our goal is to always fix your problem during your first contact with us. This is not always possible so we may need to investigate the matter.

We'll agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and will advise you accordingly within 10 business days of receiving your complaint.

Occasionally it may take longer than 10 business days to investigate properly; in this case we will explain why and give you a new expected timeframe. If the delay is more than 10 business days (and is not the result of a Mass Service Disruption) we'll also tell you about your options for external dispute resolution (such as [the TIO](#)).

Once we've both agreed how to solve your concern, we'll implement all actions required to fix the issue within 10 business days, unless you agree otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

How to make a complaint

We will help you in formulating, lodging and progressing your complaint if you request this. Of course, you can [appoint an Authorised Representative](#) to make a complaint on your behalf.

Contact Telephonic

- Phone 1300 162 163
- Email info@telephonic.com.au
- Live chat telephonic.com.au

If your complaint is urgent

Your complaint will be treated as urgent only if:

- You've submitted an application to us as per [our Financial Hardship policy](#) and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing.
- Your service has been disconnected or is about to be disconnected and due process has not been followed.
- You receive Priority Assistance (for example, because of a severe medical condition) for the service you're 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's a delay, we'll explain why and provide you with a new expected timeframe.

If the delay is more than 10 business days (and is not the result of a Mass Service Disruption) we'll also tell you about your options for external dispute resolution (such as the TIO).



If you are unhappy with our efforts

If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or if you tell 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 only because you have contacted an external dispute resolution scheme.

Telecommunications Industry Ombudsman (“TIO”)

Contact us first with any complaint and we will do our best to solve your problem during our first contact. You can contact the TIO as follows:

- Phone 1800 062 058
- Fax 1800 630 614
- Online tio.com.au/making-a-complaint