

EXETEL PTY LTD ABN: 35 097 986 546

COMPLAINTS HANDLING POLICY

1) Summary

This document sets out what you are entitled to from Exetel, and what Exetel must do, in relation to the handling and Resolution of Complaints in connection with the supply of Telecommunications Products, including requirements for managing, monitoring, analysing, recording and reporting your Complaints.

This document specifically sets out the obligations for Exetel to advise you, in certain circumstances, of your options for external dispute resolution. The Telecommunications Industry Ombudsman (TIO) is one such option.

The TIO is “an independent alternative dispute resolution scheme available free of charges to small business and residential Consumers in Australia”. However the Exetel must be given a reasonable opportunity to settle a complaint with you before the TIO will become involved.

For small to medium business, if your total telecommunications spend is more than \$20,000 per annum, you can not use the services of the TIO.

The requirements set out in this document have been determined having regard to the Australian Standard – Complaint Handling AS ISO 10002-2006.

2) General Rules

a) Plain language

- i) Exetel will communicate with you in plain English language.

b) Quality of information

- i) Exetel will ensure that information provided to you is accurate, relevant, current and timely.

c) Access to information

- i) Exetel will communicate with you in a way that is appropriate to your communications needs.
- ii) Exetel will have regard to ACIF G586:2006 Disability Matters: Access to Communications Technologies for People with Disabilities and Older Australians Industry Guideline when providing information to you if you have a disability.
- iii) Exetel will ensure that you can view and download all relevant terms and conditions of our Telecommunications Products from our website and that the website is accessible. This web site is <http://help.exetel.com.au>

d) Complying with the law

- i) Exetel will comply with all applicable laws in dealing with you.

e) Dealing appropriately with you

- i) Exetel will ensure that our Sales Representatives do not:
 - (1) Harass or coerce you; or
 - (2) Engage in unconscionable conduct.

f) Authorised Representatives and Advocates

- i) Exetel's process for dealing with an Authorised Representative or an Advocate includes procedures to protect your privacy and confidentiality.
- ii) Exetel will ensure that you can easily use an Advocate to communicate with us if you require.
- iii) Exetel will presume that an Advocate is not authorised to establish or make changes to your account or Telecommunications Services, unless the Advocate is also your Authorised Representative.

3) Complaints Handling Rules

a) This document does not apply to:

- i) Complaints that are subject of legal action;
- ii) Complaints made in respect of, or on behalf you by entities levying fees or charges for their services, other than legal practitioners, and
- iii) Complaints made under the Deployment of Mobile Phone Network Infrastructure Code (ACIF C564:2004).

b) The processes specified in this document apply to:

- i) All Complaints from all other sources including the TIO. However the time frames specified in this document do not apply to Complaints from the TIO.

4) Exetel's Complaint Handling Process

a) Complaints or Requests for Assistance to formulate a Complaint can be lodged via:

- i) Exetel's Helpdesk ticketing system via your online Exetel Secure Users Facility; or
- ii) Emailing our complaints e-mail address at complaints@exetel.com.au ; or
- iii) Faxing 02 8030 2100 at any time ; or
- iv) Telephoning 02 8030 1000 during Business Hours ; or
- v) Telephoning 02 8030 1000 outside Business Hours by leaving a voice mail ; or
- vi) Mailing your complaint via Registered Mail to:

Exetel Pty Ltd
Level 5, 121 Walker Street
North Sydney, NSW 2060

b) Transparency

- i) Exetel's Complaints Handling Process is clear and compliant to the Communications Alliance Telecommunications Consumer Protections (TCP) Industry Code

c) Complaints Handling Charges

- i) Exetel's Complaints Handling Process is Free of Charge, other than as expressly provided for as follows (Call and Postage costs will be at your expense to lodge your Complaint):

(1) If you request access to information held by the Exetel about your service or account which was collected by the Exetel more than 2 years prior to the date of the request;

or

(2) The free provision of the information in the form requested is inconsistent with the usual business processes of Exetel, e.g., if you request the use of line analysis equipment for the same service number more than once within 6 months;

in which circumstances, Exetel may levy a reasonable charge and we will inform you of the proposed charge. You will have the option to pursue the Complaint and pay the charge or to discontinue the Complaint. Where the complaint outcome is in your favour, we will return such charges to you within 15 working days. You also have the option for external dispute resolution via the TIO before accepting any Charge to process your Complaint.

d) Approval

- i) Exetel's Complaint Handling Process has been approved by the Chief Executive Officer of Exetel and the CEO is responsible for ensuring its implementation and operation in accordance with the requirements of this document.

e) Management

- i) Exetel's Complaint Handling Process is under the direction of the Exetel Chief Operating Officer who is responsible for maintaining its effective and efficient operation in accordance with the requirements of this document.

f) Rights to make a Complaint

- i) Any Exetel Customer has the right to make a Complaint.

g) Complaint Management Response Times

- i) Where a Complaint is lodged in person or verbally via the telephone, Exetel will immediately acknowledge your complaint and provide you a Complaint Reference Number to allow you to enquire on and track your Complaint. We may also provide you an indicative time frame for the resolution of your complaint.
- ii) Where your Complaint is lodged via the Exetel web site, facsimile, email, post, or recorded voice mail, Exetel will acknowledge your complaint within 2 working days and provide you a Complaint Reference Number to allow you to enquire on and track your Complaint. If your complaint is sent by post and you require a response by post, we will send this response within 2 working days. We may also provide you an indicative time frame for the resolution of your complaint.
- iii) Exetel seeks to resolve your complaint on the first contact and we often do resolve complaints on the same day, some within a few days and others usually within 5-7 business days if we are not relying on a 3rd party such as our wholesale supplier.
- iv) Occasionally service difficulties take longer to resolve where a 3rd party is involved, such as our wholesale suppliers, who are required to fix an actual physical service difficulty. Exetel will advise you if this will be the case.
- v) Exetel may not always be able to resolve Normal Complaints within 15 working days (or 2 working days for an Urgent Complaint) due to the complex nature of some matters.
- vi) Where this is likely to occur, we will advise you of this as soon as we are aware this will be the case and advise you of the reasons for the delay. Exetel will provide a revised time frame for Complaint resolution.
- vii) If the anticipated delay is an additional 10 working days or more (beyond the initial 2 or 15 working day target) and is not the result of a declared mass service disruption, you may seek alternate external dispute resolution via the TIO.
- viii) At the conclusion of the Exetel Complaints Handling Process, if you feel your matter has not been resolved to your satisfaction, you have the right to seek an alternate external dispute resolution remedy offered by the TIO.

h) Assistance in lodging a Complaint

- i) If requested by you, Exetel will assist you in formulating and lodging your Complaint.

i) Authorised Representative and/or Advocates

- i) As detailed in 2) f) i) ii) iii) you may permit an Advocate or Authorised Representative to lodge and manage your Complaint on your behalf.
- ii) You must notify Exetel in writing if you intend on doing this.
- iii) Advocates will not have access to your confidential information whilst Authorised Representatives will have access.

j) Urgent Complaints and Financial Hardship

- i) Exetel will accept your application for an Urgent Complaint if we agree that your application for Financial Hardship as defined below (iv) is successful and if the substance of your complaint will directly contribute to or aggravate your Financial Hardship.
- ii) Exetel will also accept your application for an Urgent Complaint if:
 - (1) Disconnection of your service has inadvertently occurred, that is by a mistake attributed to Exetel; or
 - (2) You are a Priority Assistance Customer, that is for medical reasons where you have applied for and been approved for Priority Assistance.
- iii) On acceptance of your Urgent Complaint, Exetel will within 2 working days provide a written response detailing the envisaged resolution of your complaint and set into motion no later than 2 working days the resolution process to resolve your complaint.
- iv) Financial Hardship is defined as a situation where:
 - (1) You are unable to discharge your financial obligations owed by you under the Exetel supply contract due to illness, unemployment or other reasonable causes; and
 - (2) You believe that you could discharge these financial obligations if a payment arrangement is agreed to by Exetel or other arrangements are made in the supply of Exetel services to you.

k) Special Needs Customers

- i) Exetel recognises and understands the needs of customers with disabilities, customers suffering hardship and customers from non-English speaking backgrounds. If you believe you fall into one of these categories, please notify Exetel when you or your Advocate or Authorised Representative lodges your complaint.

l) Complaints Handling Treatment

- i) Exetel will treat all Complaints with fairness and courtesy, and your Complaint will be dealt with objectively and efficiently.
- ii) Exetel will advise you of any delays to promised time frames.
- iii) Exetel will not cancel your Telecommunications Service if, being unable to resolve your Complaint directly with Exetel, you pursued your rights for an alternate external dispute resolution process.
- iv) Exetel will investigate all Complaints to an extent commensurate with the seriousness of the Complaint. Exetel acknowledges however, that we may choose to resolve your Complaint commercially to your satisfaction without an investigation.
- v) Exetel will pay all TIO costs relating to your Complaint if you choose to exercise your rights for an alternate external dispute resolution process. Exetel will not pass these costs onto you in any circumstance.
- vi) Exetel will suspend both credit management actions for specified disputed amounts and delay the commencement of legal proceedings while your complaint is being handled by Exetel and for 7 working days after you have been advised of the outcome of your complaint.
- vii) If Exetel, after careful consideration and appropriate internal escalation, concludes that your Complaint is frivolous or vexatious and that Exetel can do nothing more to assist you or that, in view of your behaviour, Exetel chooses not to deal with you any further, Exetel will inform you in writing of the reasons and advise you of the options for external dispute resolution including the TIO. Exetel is not then required to accept further Complaints from you on the same issue other than in the course of an external dispute resolution process.
- viii) If Exetel for whatever reason is unable to contact you (in a time frame of no less than 10 working days of receiving your initial complaint) to resolve your complaint or advise you of the outcome of your complaint, Exetel will write to you at your last known e-mail address and advise you of the fact we were unable to contact you. Exetel will provide details of our attempts to contact you and invite you to contact us to resolve your complaint.

m) Monitoring Complaints

- i) You may contact Exetel via any of the methods described above to enquire as to the status of your Complaint. Please provide your Complaint reference number in all correspondence.

n) Dissatisfaction with Complaint Management Timeframes

- i) If you advise Exetel that you are dissatisfied with the time frames that apply to the management of your Complaint or seek to have a matter treated as urgent, Exetel will direct you to Exetel's Complaints Prioritisation and Escalation processes, o) and p) below.
- ii) If, after internal prioritisation and internal escalation you remain dissatisfied, you may pursue your options for external dispute resolution with the TIO.

o) Complaints Prioritisation

- i) Complaints priority are ranked and handled as follows:
 - (1) Life Threatening or Priority Assistance
 - (2) For Small Business Customers who have a business grade service, if the issue is Business Impacting
 - (3) Service Impacting, from physical infrastructure in public land faults
 - (4) Performance Degradation
 - (5) Feature Unavailability

p) Complaints Escalation Process

- i) Once you have lodged your Complaint and have received your Complaint Reference Number you may request Complaint Escalation through the following levels if your enquiry as to the status or resolution of your Complaint is not handled to your satisfaction:
 - (1) Customer Service Team Leader
 - (2) Customer Service Shift Supervisor
 - (3) Customer Service Manager
 - (4) Dedicated Complaints Handling / Escalation Team
 - (5) Chief Executive Officer
- ii) You should note however that when you enquire on the status of your Complaint Exetel will give you information as we have it at that time, however, enquiring about the progress of a complaint, where there is no progress at that time, does not constitute a formal response or resolution. Nor should such a 'no update' response be considered that 'nothing is being done'.
- iii) At the conclusion of your Complaint, Exetel will confirm with you that you understand the resolution/outcome of your complaint. You may request escalation within Exetel management to seek further clarification as detailed above if you do not comprehend the stated resolution/outcome.

q) Complaint Resolution

- i) Exetel will confirm with you in plain English language that you understand the resolution/outcome of your complaint as soon as practicable after finalisation of the Complaint and will provide a written confirmation should you request this.
- ii) You may request escalation within Exetel management as detailed in section p) to seek further clarification if you do not comprehend the stated resolution/outcome.
- iii) Exetel will complete all necessary actions to deliver the outcome promised for the Resolution of your Complaint within 10 Working Days of the your acceptance of that stated outcome unless:
 - (1) Otherwise as agreed with you; or,
 - (2) The actions are contingent on actions by you that have not been completed.

r) External Complaint Resolution

- i) At the conclusion of the Exetel Complaints Handling Process, if you feel your matter has not been resolved to your satisfaction and you have utilised the Complaints Escalation Process, you have the right to seek an alternate external dispute resolution remedy offered by the TIO.
- ii) As per the TIO "Making a complaint" guide <http://www.tio.com.au/making-a-complaint>, please ensure you complete this check-list to see if the TIO can help you:

(1) Are you a residential consumer or small business?

(a) A small business is defined as a Company that spends less than \$20,000 per annum on Telecommunications Services overall, with Exetel and/or with other providers in total. This equates to about \$1,666.66 per month spend.

(2) Is your complaint about your landline telephone, mobile or internet service, or damage to your property by a service provider?

(3) Have you already tried to contact your service provider to solve your complaint with them?

(4) Have you been unable to get through to them? Or are you and your provider unable to agree? Or are you unhappy with the solution offered by your service provider?

(5) Are you the account holder or have you been authorised to deal with this matter?

(6) Is your issue less than 1 or 2 years old?