



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 requirements of the Telecommunications Consumer Protections Code C628:2012(TCP Code) and responsibility for compliance with the process lies with our Chief Executive Officer. Please call us on 1300 383 588 during business hours or email us at support@etel.com.au 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 handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- 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. Handling your complaints (3 Steps)

- 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 immediately customer will be given a time frame, case number, and contact number.
- 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 prioritize your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reason for taking longer.
- 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 15 working days.
- Complex complaints may take longer than 15 working 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:

Phone	1300 383 588
Email	support@etel.com.au

Your call will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so. If you like, you can appoint an authorized 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 working 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

When your complaint is resolved, we will confirm this with you within 10 business days.

5. 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 working 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.

6. 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.

7. 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