

# Complaints handling policy

Exetel is committed to providing the highest level of service to you; however we are not perfect so we also want to make it as easy as possible for you to have your concerns heard and responded to. This statement outlines our commitments to you in the way we handle complaints.

## What is a complaint?

We understand that a complaint is an expression that something is unsatisfactory or unacceptable. This could be about our products, our services, our interactions or even the way we've handled a complaint itself. We understand that there is an expectation of a response or resolution.

## What you can expect from us

Our aim is to provide you with an efficient, accessible, fair and transparent mechanism for handling your complaint. Ideally, we will endeavour to resolve your matter immediately; however sometimes we may need to investigate it. In such instances, it may take a little longer, but we will tell you what we're doing to resolve it within five working days. In complex issues we may need longer to resolve your complaint, but in such instances, we will aim to resolve it within fifteen business days and we will keep you updated on how it's progressing. In the unlikely event that it will take longer than fifteen business days to resolve we'll negotiate the timeframes with you.

Urgent complaints will be acknowledged within one business day and we aim to resolve the urgent aspects of such a complaint within two business days or to let you know of any reason for the delay and a specific timeframe for resolution.

Our aim is to ensure our complaint handling process is accessible to everyone, including those with special needs.

You can always nominate an authorised representative or advocate to speak with us on your behalf.

## Urgent complaints

Some complaints will take precedence and we consider them "urgent complaints." These include:

- If you have applied for or have been accepted as being in financial hardship under Exetel's Financial Hardship Policy:  
<http://www.exetel.com.au/files/ExetelFinancialHardshipPolicy29-08-2012.pdf>;  
and where the nature of the complaint may make any difficulties you are experiencing worse; or
- If there is a disconnection or risk of imminent disconnection of a service due to an error on our part.

Please note that Exetel do not offer a Priority Assistance Scheme.

## How to contact us

Complaints or feedback 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 **Monday to Friday 8.30am to 5.30pm**; or
- v. Mailing your complaint via Registered Mail to:

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

## What happens next?

If you're happy with the outcome, we're happy too, and we'll consider the matter finalised.

If you are not happy with the outcome then you have a number of options available, but we ask that you give us the opportunity to explore and exhaust all avenues within Exetel. For example, you can always ask to have your matter raised with a Team Leader. If they cannot assist you immediately, our aim is that they or a manager are in contact with you in less than one business day. This person will deal with your complaint in confidence and will agree on timeframes for its resolution with you.

## External options

We think that our internal process will give you the most effective and efficient way to resolve your complaint; however if you are not satisfied with our resolution or the way we've handled the matter, you can ask the Telecommunications Industry Ombudsman (TIO) to assist by calling **1800 062 058**.

## What we do with complaints

We learn.

As part of our process to continually improve the way we do business, we regularly review complaints. We check to see that a satisfactory resolution has been reached and we look to see if there are any new or recurring issues that require our special attention.