



## Complaint Handling Process – Summary

Our principles:

You have a right to complain, and if you do we will deal with your complaint in a fair, efficient, objective manner and through a transparent process.

We strive to solve 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 Operating Officer.

Free of charge:

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

We may charge you to recover our costs in very specific circumstances only, i.e. we may charge you where you request information that was collected more than two years ago or where you request us to provide information that is not free of charge as per our Standard Form Customer Contract or our 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, e.g. the Telecommunications Industry Ombudsman (TIO).

How to make a complaint?

If you wish to complaint, please contact us:

During the hours of 8.30am to 5.00pm Monday to Friday on 1300 865

[accounts@carrier1telecom.com.au](mailto:accounts@carrier1telecom.com.au) or Fax: 1300 865 427.

Outside of these hours a complaint can be emailed to:

[accounts@carrier1telecom.com.au](mailto:accounts@carrier1telecom.com.au) or Faxed to 1300 865 427. Complaints lodged afterhours will be responded to by close of business the following working day.

If you are calling us from a landline, your call to our 1300 number will be charged at your local call rate. Note that calling us from a mobile may be more expensive.



We will help you formulating, lodging and progressing your complaint if you request this.

Of course you can appoint an authorized representative or advocate to make a complaint on your behalf.

What we will do:

Acknowledge...

We will acknowledge your complaint immediately if you complained to us over the phone, and within 2 working days if you have lodged your complaint through any other channel including where you left a message on our answering machine (e.g. outside our office hours).

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 1300 865 426 or email: [accounts@carrier1telecom.com.au](mailto:accounts@carrier1telecom.com.au).

...And Solve

Our goal is to always fix your problem during your first contact with us.

Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 working days to investigate your problem and in this case we will explain why and give you a new expected timeframe.

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

We will implement all actions required to fix your problem within 10 working days unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.