

# Complaints handling policy



Exetel is committed to delivering the highest level of service to our customers. Whilst we do everything we can to look after your needs, we're not perfect. Things can, and sometimes do, go wrong. When they do wrong, we want to make sure that you are heard and understood and that any problem is resolved as soon as possible. This statement outlines the way we handle complaints and our commitment to their resolution.

## What is a complaint?

Contacting us to request support or report a service difficulty is not necessarily a complaint.

A complaint is when you let us know that something is unsatisfactory or unacceptable. This could be an issue with our product or service, your interaction with us or even the way we have handled an enquiry or complaint itself. We understand that when you make a complaint, you expect a response or resolution.

If we are not sure, we will always seek to clarify with you whether you are making a complaint.

As a current or former customer of Exetel, you have the right to make a complaint if you are dissatisfied. You will not be charged for making a complaint.

## How do I make a complaint?

You are welcome to lodge a complaint yourself, or nominate an authorised person or advocate to liaise on your behalf when making a complaint.

You can contact us with the details of your complaint by using any of the contact methods listed below. If your complaint is via telephone, we will usually acknowledge receipt of your complaint as soon as we have spoken to you. If you lodge your complaint by letter or email, we will acknowledge receipt within 2 business days.

If you need any assistance with making or lodging a complaint, progressing a complaint, or simply to understand our complaint handling process, please let us know. Please also let us know if you have a disability, are suffering financial hardship, have any special needs, or are from non-English speaking background so that we can provide the right assistance.

## Contacts for lodging a complaint (see website)

**Email:** [complaints@exetel.com.au](mailto:complaints@exetel.com.au)

**Written:** Exetel Complaints  
Level 5, 121 Walker Street  
North Sydney, NSW 2060

Residential and SMB Consumers		
Technical Support	13 39 38	8.30am – 11pm, AEST Every day
Connections/ Reconnections	13 39 38	8.30am – 5.30pm, AEST Mon – Fri
Billing	13 39 38	8.30am – 5.30pm, AEST Mon – Fri
Sales	13 39 38	8.30am – 8pm, AEST Mon – Fri 10am – 7pm, AEST Sat – Sun

Corporate		
Technical Support	1300 190 525	24 hours, every day, incl. public holidays
Connections/ Reconnections	(02) 8030 1065	8.30am – 5.30pm, AEST Mon – Fri
Billing	(02) 8030 1000	8.30am – 5.30pm, AEST Mon - Fri
Sales	(02) 8030 1040	8.30am – 8pm, AEST Mon – Fri

## How we handle complaints

Our aim is to provide you with an efficient, accessible, fair and transparent process for handling your complaint.

If you are making a complaint by phone, the staff member you speak with will confirm you are lodging a complaint, record this, and attempt to resolve the matter immediately. If they are unable to do so, a manager will take responsibility for your issue.

If we receive a complaint via an email or letter, a case manager will contact you within 2 business days to confirm receipt of the complaint and let you know how your complaint will be resolved and how long it will take.

When you lodge a complaint with Exetel, a specific Complaint Reference Number will be generated and provided to you. If you keep this number and refer to it when dealing with us, you can speed things up as your complaint details are kept filed against this number for immediate access and review.

We aim to assess, investigate and resolve all customer complaints as soon as we can, however this process may take up to 15 working days. If there is a delay in resolving your complaint, we will contact you as soon as possible after we become aware of it. If we believe it will take longer than 15 days to resolve your complaint, we will provide you with additional information about the delay including the cause of the delay, how long it will take to resolve and the options available to you for external dispute resolution.

If you'd like a status update on the resolution of your complaint, you can contact any of the phone numbers (during the hours indicated above) with your Complaint Reference Number and we will update you.

Please note that we will not implement a resolution, nor close your complaint until we have your agreement to do so. Your agreement may be either verbal or in writing.

Once you have agreed to a resolution, we will make the necessary actions within 10 working days of your acceptance unless otherwise agreed upon with you. Of course, if some actions are required on your part, then this may take longer depending on you.

If you'd like us to provide written confirmation of your complaint and the resolution, we'll supply this to you upon request within 5 working days.

We will also not cancel your service for the sole reason that you were unable to resolve a complaint with us.

However, if after careful consideration and appropriate internal escalation, we believe that there is nothing further we can do, and the complaint is frivolous or vexatious, we may decide to end our complaint resolution process with you. If this is the case, we will send you, within 5 working days, written notification of our decision and advise you of avenues available to you for pursuing the matter further via alternative third-party dispute resolution schemes.

## Urgent complaints

We deal with the majority of complaints in the order in which they are received. However, there are certain complaints that are considered urgent; such as those involving financial hardship, service loss, or imminent service loss or disconnection.

Urgent complaints will be acknowledged within one business day and we aim to resolve the urgent aspects of such a complaint within 2 business days, or let you know of any reason for a delay and a specific timeframe for resolution, and options available to you for alternative dispute resolution.

Please let us know if you think your complaint is urgent. You can learn more about Exetel's Financial Hardship Policy [here](#).

Please note that Exetel does not offer a Priority Assistance service.

## Further options

We believe that Exetel's complaint handling process provides the quickest and most effective way for you to resolve your complaint.

As a first step we would ask you to allow us the opportunity to exhaust all avenues in resolving your complaint to your satisfaction.

However, if you are not satisfied with our resolution or the way we've handled your complaint, you are welcome to request that this be escalated with us. We will acknowledge this request within 5 working days for regular complaints, or 2 working days for urgent complaints. An escalated complaint will be handled by a dedicated senior complaint manager.

After you have escalated this within Exetel, should you remain dissatisfied, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO) (by calling **1800 062 058** or visiting their website [www.tio.com.au](http://www.tio.com.au)). You also have the opportunity to contact the Department of Fair Trading in your state or territory.

Please note that you will need a Complaint Reference Number from Exetel, and that the TIO or Department of fair trading will expect that you have attempted to resolve the complaint with Exetel before lodging it with them.