

While we strive to deliver an excellent customer service to our customers, we aren't perfect and understand that at times things go wrong.

This document sets out our commitment to customers around managing and resolving complaints. We'll also take appropriate steps to identify and escalate complaints that cannot be resolved.

What is a complaint?

We see a complaint as any expression of dissatisfaction or grievance made to us about any of our products and services, or the way we've managed a complaint.

While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others. We refer to these as "urgent complaints" and they include the following:

- a. Customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer's financial hardship;
- b. The disconnection or imminent disconnection of a customer's Vonex Telecom service where we haven't followed the right process in disconnecting their service;

Who can make a complaint?

Anyone has the right to make a complaint, and we ensure that all complaints are dealt with efficiently, objectively and fairly.

We're committed to acknowledging complaints

We're committed to acknowledging your complaint in a prompt manner.

This means that when you make a complaint over the phone we will immediately give you an estimated timeframe for when we'll resolve your complaint.

Where a complaint is made by email or fax, we will respond within two working days of receiving your complaint we will give you a unique Ticket ID number is also allocated so you can identify and track your complaint.

How you can monitor your complaint

While your complaint is being investigated, we'll provide you with progress updates so you know what's happening. You can also contact us to check the progress of your complaint.

The steps we take to resolve complaints

We'll try to resolve your complaint at the time it's raised. However, if we need to investigate it further, we'll aim to resolve it, or tell you what we're doing to resolve it, within five working days.

The time we spend investigating a complaint is determined by its seriousness and complexity, but we're committed to resolving all complaints within 15 working days of receiving them.

Once we resolve the matter with you, we'll aim to finish all steps to deliver that resolution within 10 working days. We'll only implement the resolution once it's been accepted by you.

The only cases where this may differ, is when you agree to a different timeframe for resolution, or we need you to do something in order to resolve the complaint.

Sometimes we might not be able to resolve a complaint within the timeframes set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new timeframe for resolution.

When it comes to urgent complaints, we aim to resolve them within two working days of being received.

What happens if you're not happy with the outcome?

If you're not happy with how your complaint has been resolved, you have a number of options.

We can escalate the complaint and review the resolution you were offered. This may involve an escalation to the next level of management.

There are also some external dispute resolution options available to you. This includes making a complaint to the Telecommunications Industry Ombudsman (TIO).

For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communication & Media Authority (ACMA) or, for trade practices issues, the Australian Consumers Competition Commission (ACCC).

How to make a complaint or check the progress of a complaint

If you need to make a complaint, or would like to check the progress of a complaint, please contact us by one of the following methods:

By phone: 1800 828 668 (helpdesk), 1300 997 999 (fax)

By email: helpdesk@vonex.com.au

By mail: PO Box 1488, MILTON QLD 4064