

# Complaint Handling Process

## **Teldotnet Pty Ltd ABN 62 067 573 559**

Teldotnet aims to provide a quick and effective resolution of any of your concerns and/or difficulties which may arise from using our services. You have a right to make a complaint if you are dissatisfied with our services or how we have handled your enquiry. If you have not received the support you expected then we want to know so we can get it right.

Our objective is to continually improve our services and customer engagement. There is no charge associated with handling a complaint.

## **Contact Us**

You can contact us by calling our Support Desk at 1300 121 263 or by emailing us at [complaints@tel.net.au](mailto:complaints@tel.net.au). If you prefer to write to our address is Teldotnet Pty Ltd, Level 7, 54 Miller Street, North Sydney, 2060.

## **Our Opening Hours**

Our Online Service Desk for all products operates 24/7 365 days per year

We will acknowledge your complaint by phone, or by sending a letter within 48 hours of receiving it if this is requested

## **How We Resolve Complaints**

The quickest way to resolve your complaint is by speaking with one of our consultants. The consultant will usually communicate with you directly when resolving your concerns. They may also provide you with a direct telephone number to contact them if you want to follow up with them.

We will respond to your complaint within 48 hours of receiving it and provide you with an indication of how long it will take to resolve. We aim to resolve all customer complaints within 20 working days.

If they are unable to solve your problem the issue will be escalated to a manager. A record of your complaint is kept on your file and we can view this when you quote the account or service number at any time.

If our consultants or managers are not able to resolve your concerns, we will refer your complaint to our Problem Management Team. We will provide you with a complaint reference number and within 48 hours your complaint will be allocated to a dedicated case manager. Your case manager will also provide you with their direct contact details. Should your matter be complex, or require extra time to resolve, we will discuss this with you and provide you with the reasons why this is the case.

Issues are dealt with in the order they are received however there are some issues that are more urgent than others for example, issues involving Financial Hardship or loss of service. These will be prioritised, and we attempt to resolve such issues within 48 hours.

## **Resolution Advice**

We will not implement an outcome or resolution unless this has been accepted by you or your representative. We will not mark an issue as resolved until you or your representative accepts the outcome.

If we cannot speak with you directly we will send you a letter or email acknowledging your complaint, providing our direct contact details so you can call us back at your convenience.

### **Disputed Amounts**

We ask, while your complaint is being investigated, that amounts you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint.

### **Other Assistance**

If you would like to nominate someone to speak to Teldotnet on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint and account details with them.

If you would like to contact Teldotnet to make a complaint but require assistance to do so (for example, if English is not your native language or you have a hearing impairment), you can contact us via a language interpreter service.

Teldotnet also has staff who speak languages other than English who may be able to interpret in some cases. Should you have more specific needs requiring assistance in making a complaint, please let us know so that we can determine how to assist you.

### **Telecommunications Industry Ombudsman**

Our complaint handling procedures are located on our website at [www.tel.net.au/support](http://www.tel.net.au/support). If you are not satisfied with how your complaint has been addressed by Tel.Net, you can contact the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058, or visiting their website at [www.tio.com.au](http://www.tio.com.au), by sending a fax to 1800 630 614, or you can write to the TIO at PO Box 276, Collins St West, VIC 8007.