Complaints Handling Process

including Network Outage Complaints

Updated: 26 June 2026

This policy applies to any complaint across the suite of products, services and processes provided by Pennytel, including complaints in relation to an network outage.

For more information specific to network outages, please read clause 11 of this policy.

Pennytel may update this policy from time to time. The current version is published on our website. Where a change materially affects your rights or obligations, we will provide any notice required by your agreement or applicable law.

1. Our commitment

Pennytel is committed to handling complaints in a fair, efficient, transparent and courteous way.

You have the right to make a complaint about:

- our telecommunications products or services;
- the way we have handled an issue or request;
- the way we apply this Complaints Handling Process; or
- the way we handle a network outage complaint.

We will not charge you for making or progressing a complaint.

We aim to resolve complaints during the first contact wherever possible. Where that is not possible, we will investigate the complaint and work with you toward an appropriate resolution.

2. What is a complaint?

A complaint is an expression of dissatisfaction made to Pennytel by a consumer about:

- our telecommunications products or services;
- the application of this Complaints Handling Process; or
- the application of our network outage complaints handling process,

where a response or resolution is explicitly or implicitly expected.

You do **not** need to use the word "complaint" for us to treat your contact as a complaint.

If you contact us and express dissatisfaction, and we are not sure whether you want to make a complaint, we will ask you.

An initial request for information or support, or a first report of a fault or service difficulty that is not likely to be caused by a network outage, is not automatically a complaint unless you tell us you want it treated as one. A matter that is already the subject of legal action is also not treated as a complaint under this process.

3. How to make a complaint

You can make a complaint using any of the following methods:

Phone: Call 1300 232 888 Monday to Friday, 9:00am to 5:00pm AET

Email: Email **complaints@pennytel.com.au**

Online: Use the complaints form available on the Pennytel website. Go to www.pennytel.com.au

Post: Write to: Pennytel Complaints Team, PO Box 849, Narellan NSW 2567

Other Pennytel contact channels

If you contact Pennytel through another available customer contact channel and tell us that you wish to make a complaint, or express dissatisfaction in a way that indicates a response or resolution is expected, we will handle that contact in accordance with this process.

Complaints may be lodged by email, online or post at any time. They will be assessed and progressed during Pennytel's business hours.

4. Help to make or progress a complaint

We will help you formulate, make and progress a complaint if you ask us to.

This includes assistance for customers who:

- have accessibility requirements or a disability;
- are deaf or hard of hearing;
- are from a non-English speaking background;
- are experiencing financial hardship or have applied for, or entered into, a payment assistance arrangement; or
- need other reasonable support to participate in the complaint process.

National Relay Service

If you are deaf, hard of hearing or have a speech impairment, you may contact Pennytel through the **National Relay Service** and ask to be connected to **1300 232 888**.

Non-English speaking customers

If English is not your preferred language, please tell us. We will work with you to identify reasonable assistance to help you make and progress your complaint.

Domestic, family or sexual violence

If you tell us that you are, or may be, experiencing domestic, family or sexual violence, we will take this into account when handling your complaint and will work with you to communicate in a safe and appropriate way.

Authorised Representatives

You may appoint an **Authorised Representative** or advocate to make and progress a complaint on your behalf.

We may require your permission before discussing your account or complaint details with that person.

5. What happens when you make a complaint

5.1. Acknowledgement

When Pennytel receives your complaint, we will acknowledge it:

- **immediately**, where the complaint is made through a real-time or near real-time communication method, such as by phone or a live chat service; or

- **within 2 working days**, where the complaint is received by email, online form, post or recorded message.

When we acknowledge your complaint, we will provide:

- confirmation that your complaint has been received;
- a unique complaint reference number or other identifier; and
- information about how you can monitor the progress of your complaint.

You may follow up on a complaint by quoting your complaint reference number when you contact us.

5.2. Initial assessment and classification

We will assess your complaint and classify it so that it can be handled appropriately.

Complaint categories may include:

- urgent complaints;
- billing and payment complaints;
- payment assistance or credit management complaints;
- service connection, transfer, restriction, suspension or disconnection complaints;
- service faults, technical issues or performance concerns;
- customer service, sales or contract complaints;
- privacy, account access or personal information concerns;
- complaints about how Pennytel has handled a previous complaint; and
- network outage complaints, which are managed under section 11 of this process.

5.3. Investigation

If your complaint cannot be resolved at first contact, we will investigate it to a level that is proportionate to the seriousness and complexity of the complaint.

We will consider:

- the issue you have raised;
- the information available to Pennytel;
- your individual circumstances where relevant;
- any remedies available; and
- whether the complaint indicates a broader or systemic issue that should also be addressed.

6. Resolving ordinary complaints

6.1. Non-urgent complaints

For a non-urgent complaint, Pennytel will provide confirmation of a proposed resolution within **10 working days** of receiving the complaint.

Where you accept the proposed resolution, Pennytel will complete the necessary actions to implement that resolution within **5 working days**, unless:

- we agree a different timeframe with you; or
- you agreed to take a step required to implement the resolution and have not yet done so.

Once Pennytel has completed its investigation, we will confirm in writing within **5 working days** that your complaint has been resolved.

If you request written confirmation of the proposed resolution or the outcome of your complaint, we will provide that written confirmation within **5 working days** of receiving your request.

6.2. Complaints about alleged billing errors

If your complaint is about an alleged billing error, Pennytel will resolve it no later than:

- the end of the billing period immediately following your current billing period; or
- **30 calendar days** after receiving the complaint,

whichever occurs first.

7. Urgent complaints

A complaint is urgent if:

- you are a financial hardship customer who has applied for, or entered into, a payment assistance arrangement and the issue complained about can reasonably be expected to directly contribute to or aggravate your financial hardship;
- your service is about to be disconnected, or has been disconnected, and due process has not been followed;
- the complaint involves a service for which you receive **Priority Assistance**; or
- you are an affected person experiencing domestic, family or sexual violence and you indicate that there is a threat to your safety or the safety of your children.

If your complaint is urgent, Pennytel will:

- provide confirmation of a proposed resolution; and
- if you accept that proposed resolution, implement it,

within **2 working days** of receiving the urgent complaint.

If Pennytel becomes aware that we may not meet the applicable timeframe for resolving your complaint, we will tell you as soon as possible.

We will explain:

- the reason for the delay;
- the new expected timeframe for resolution; and
- your options for external dispute resolution, including the Telecommunications Industry Ombudsman, where we expect the delay to extend more than **10 working days** beyond the relevant resolution timeframe and the delay is not caused by a notified mass outage of service.

Where a delay is caused by you — for example, because we are waiting for information or an action from you — we will still explain the cause of the delay.

8. Escalation, prioritisation and external dispute resolution

8.1. If you are unhappy with complaint timing, progress or outcome

If you tell us that:

- you are dissatisfied with the response time that applies to your complaint;
- you reasonably want your complaint to be treated as urgent;
- you are dissatisfied with the progress or resolution of your complaint; or
- you want to know what further options are available,

we will provide you with the relevant information about:

- our internal prioritisation process;
- our internal escalation process; and
- your right to take your complaint to the Telecommunications Industry Ombudsman,

within **24 hours**.

8.2. Internal escalation or prioritisation

If you ask for your complaint to be escalated or prioritised, we will assess that request within **5 working days** and escalate or prioritise the complaint where appropriate.

An escalated complaint may be reviewed by a team leader, complaints specialist, case manager or another appropriate manager. That review may consider:

- how the complaint has been handled to date;
- whether further investigation is required;
- whether the proposed outcome remains appropriate; and
- whether an alternative resolution should be proposed.

8.3. Telecommunications Industry Ombudsman

If you are not satisfied with how we have handled your complaint, you have the right to take it to the **Telecommunications Industry Ombudsman**, which is a free and independent service.

You can contact the TIO:

- **Phone:** 1800 062 058
- **Online:** tio.com.au
- **Post:** PO Box 276, Collins Street West, VIC 8007

Pennytel will also provide TIO information to you:

- where required because of a delay in resolving your complaint;
- where you tell us you are dissatisfied with the progress or resolution of your complaint, or want the complaint treated as urgent; or

- if your complaint has not been resolved within **30 calendar days** after it was received and we have not already provided that information directly to you.

Pennytel will not cancel your telecommunications service solely because you were unable to resolve a complaint directly with us and pursued external dispute resolution.

Pennytel will also not commence legal proceedings against you that have the same subject matter as your complaint:

- while the complaint is being handled internally;
- for **7 working days** after you have been advised of the outcome of the complaint; or
- while the complaint is being investigated by the TIO.

9. Closing complaints

Pennytel will only close an ordinary complaint or urgent complaint:

- with your consent; or
- where you have told us you are dissatisfied with the progress or resolution of the complaint and we have provided you with information about external dispute resolution; or
- where Pennytel has made a decision not to deal, or not to deal further, with the complaint because it is frivolous or vexatious, and has provided you with information about external dispute resolution; or
- where Pennytel has been unable to contact you after following the contact attempts process described below.

10. If we cannot contact you

Where Pennytel needs to contact you to discuss your complaint or advise you of a proposed resolution, and we are unable to do so, we will make at least:

- 5 separate contact attempts;
- on 5 separate calendar days;
- over a total period of no more than 10 calendar days.

If those attempts are unsuccessful, we will write to you:

- explaining that we were unable to contact you;
- setting out details of our contact attempts; and
- inviting you to contact us to discuss the complaint within a period of not less than **10 working days** from the date of our written notice.

10.1. Frivolous or vexatious complaints

After careful consideration and appropriate internal escalation, Pennytel may decide not to deal, or not to deal further, with a complaint where we reasonably conclude that:

- we can do nothing more to resolve the complaint or assist you; and
- your behaviour or complaint is frivolous or vexatious.

If Pennytel makes this decision, we will advise you within **5 working days** of:

- the decision;
- the reasons for the decision; and
- your options for external dispute resolution, including the TIO.

If you request written confirmation of those matters, we will provide it within **5 working days** of your request.

11. Network outage complaints

This section explains how Pennytel handles a **network outage complaint**.

A network outage complaint is a service outage report where Pennytel determines that:

- there is reason to suspect a **major outage** or **significant local outage** is occurring; and
- you are affected, or likely to be affected, by that outage.

Where a service outage report relates to a natural disaster, the specific network outage complaints rules may not apply. In that case, Pennytel will still consider whether your report should be handled as an ordinary complaint under this process.

11.1. How to report a service outage, ask about a network outage, or make a network outage complaint

You can use the contact methods below to report a service outage, ask us about a network outage, or make a network outage complaint.:

- **Phone:** 1300 232 888
- **Email:** support@pennytel.com.au
- **Website:** use the outage, contact or complaints channel made available on the Pennytel website
- **Website chat:** Our website chatbot, “Penny” is available on the Pennytel website

Where additional contact methods are made available during an outage, Pennytel will make those details available on our website.

11.2. How Pennytel assesses a service outage report

When you report that you cannot establish or maintain a connection to your service, Pennytel will take reasonable steps to determine:

- whether there is reason to suspect a network outage is occurring;
- whether you are affected or likely to be affected by that outage; and
- if not, whether your report should instead be handled as an ordinary complaint.

Where possible, Pennytel will make this determination on first contact.

To help us assess the issue, we may ask for information such as:

- your address or service location;
- which service or services are affected;

- when the issue started; and
- whether you are unable to make calls, use mobile data, access the internet or maintain service connection.

11.3. Acknowledging a network outage complaint

If Pennytel determines that your service outage report is a network outage complaint, we will acknowledge it verbally or in writing and provide:

- confirmation that your report is being treated as a network outage complaint;
- a unique reference number or other identifier;
- confirmation that the complaint is being handled under this network outage complaints process;
- confirmation that the default resolution is to restore access to the affected service as soon as reasonably practicable;
- details of available contact methods during the outage;
- confirmation that Pennytel will attempt to notify you when the affected services have been restored; and
- information about where you can find:
    - this network outage complaints process;
    - outage updates and relevant information known to Pennytel;
    - information about Pennytel's network outage communications; and
    - any general or bulk remedy options Pennytel may make available to affected customers.

11.4. How network outage complaints are resolved

The default resolution of a network outage complaint is to restore access to the affected service so that you can use it normally again.

Pennytel will complete all necessary actions within our capacity to implement that default resolution as soon as reasonably practicable.

A network outage complaint is resolved when:

- the affected services have been restored;
- Pennytel has notified you that services have been restored; and
- Pennytel has notified you in writing:
    - what to do if your service has not been restored;
    - how to seek further assistance;
    - how to make a further complaint if you are not satisfied with the default resolution; and
    - details of any bulk resolution offer or general remedy option Pennytel has made available, if applicable.

Pennytel will not close a network outage complaint less than **3 working days** after sending that written notification, unless you have told us that the default resolution has been successful.

11.5. Urgent network outage complaints

A network outage complaint is urgent if:

- you indicate there is a risk to your personal safety or a serious health risk due to the outage; or
- you are a Priority Assistance customer and the outage affects the service for which you receive Priority Assistance.

Where a network outage complaint is urgent, Pennytel will make all reasonable efforts to assist you to stay connected during the outage, including by considering alternative or interim options where available.

After Pennytel notifies you that services have been restored, we will seek confirmation from you within **2 calendar days** that the attempted restoration has been successful.

If you tell us that the service is still not working, Pennytel will take steps to implement the default resolution no later than **2 working days** after receiving your response.

Pennytel will not close an urgent network outage complaint until the service has been restored for you.

11.6. If you are not satisfied with the default outage resolution

If you are not satisfied that restoration of service adequately resolves your issue — for example, if you want Pennytel to consider a more tailored remedy — you may make a further complaint.

That further complaint will be handled as an ordinary complaint under this Complaints Handling Process.

12. Monitoring and continuous improvement

Pennytel monitors and analyses complaints to identify recurring or systemic issues and to improve our services, processes and customer experience.

Pennytel will review this Complaints Handling Process and the network outage complaints handling process at least annually, and will take action where improvements or corrections are identified.

13. How to contact Pennytel

You can contact Pennytel in the following ways:

- **Phone:** 1300 232 888 Monday to Friday, 9:00am to 5:00pm AET
- **Email:** support@pennytel.com.au
- **Website chatbot:** Penny is available on the Pennytel website
- **Customer Portal:** Existing customers may also contact us directly through the Pennytel Customer Portal. Go to www.pennytel.com.au

14. Australian Consumer Law

Our services come with guarantees under the Australian Consumer Law (ACL) that cannot be excluded. Nothing in this document excludes, restricts or modifies your rights under the ACL.