



Complaints Handling Policy

Updated: 19 September 2018

1. Our principles

At Pennytel we strive to personally and professionally demonstrate certain values in our actions. We are disciplined, reliable and instil trust and integrity - we are up-front, honest, transparent and responsive. We deliver on our commitments and actively pursue improvements in our products and services.

Pennytel appreciates that on occasion people may not be satisfied with the service they receive from Pennytel. We recognise the right of any person covered by this policy to raise an issue or make a complaint and we are committed at all levels of the organisation to their efficient, impartial and courteous resolution. 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 C628:2015 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Officer.

2. Free of charge

Our complaints handling process is free of charge for your use.

3. How to make a complaint?

Complaints are categorised, prioritised and assigned to Pennytel's subject matter expert to seek to ensure resolution in a timely fashion in accordance with the Pennytel Customer Care KPIs.

If you wish to complain, please contact us by using any of the methods below. Where you contact us and express dissatisfaction in regards to our service or the way we have handled your query, we will clarify with you whether you wish to make a complaint.

If you are calling us from a landline, your call is billed at a local call rate. Note that calling us from a mobile may be more expensive.

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

Of course, you can appoint an authorised representative to make a complaint on your behalf. For help with how to appoint an authorised representative, please go to [Authorised Representatives](#).

Online (email)

The easiest way is to submit via the online form on this page:

[Complaint Form](#)

Phone

Call our friendly Sydney-based Customer Service Centre on:
1300 232 888

Post

Send us mail:
Level 4, 580 George Street
Sydney NSW 2000

4. What we will do

A. Acknowledge your complaint

We will acknowledge your complaint immediately if you lodged a complaint 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 voice message (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 232 888 or alternatively responding to the email, which contains the complaint reference number.

B. Solving your complaint

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, e.g. the TIO.

Once we agreed on how to fix your problem, we will implement all actions required to fix the issue 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.

We will provide you confirmation when your complaint has been resolved, as soon as practicable after we complete our investigation of the complaint. We will only close your complaint once you agree the issue has been resolved, or we implement actions in order to resolve the complaint.

C. Further assistance

If you need assistance to understand your rights when communicating with us, for example for a disability or for interpretation services, please inform us when you contact us, and we will make our best efforts to accommodate and assist.

5. What if your complaint is urgent?

Your complaint will be treated as urgent if:

- you have applied for being in financial hardship under our [Financial Hardship Policy](#) and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing, or
- your service has been disconnected or is about to be disconnected and due process has not been followed, or
- you are receiving Priority Assistance (e.g. because of a severe medical condition) for the service you are complaining about.

In this case, we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. If there is a delay, we will explain why and provide you with a new expected timeframe. If it is a longer delay we will also inform you about your options for external dispute resolution, e.g. the Telecommunications Industry Ombudsman (TIO).

6. Prioritisation of complaints

Once your complaint is received, it will be categorised and prioritised according to the type of complaint:

Type of Complaint	Priority Level	Resolution SLA
Urgent Complaint (as per Section 5 of the Complaints Handling Policy)	1	2 working days
Faults (non-urgent)	2	15 working days
Credit Management	2	15 working days
Setup and Service Connection/Disconnection	2	15 working days
Customer Service	3	15 working days
Billing and Payments	3	15 working days
Contracts	3	15 working days

7. If you are unhappy with our efforts

Where you tell us you are dissatisfied with response times or management of your complaint or want your complaint to be treated as urgent, we will, within 5 working days or 2 working days (for urgent complaints), inform you of our internal prioritisation process, internal escalation process and options for external dispute resolution.

Where you are not satisfied with the progress or resolution of your complaint and ask us to escalate it, we will refer your complaint to a customer service team leader, a case manager in our specialised teams or next level of management of the team. You can also opt for an external dispute resolution scheme such as the TIO. Where you do, we will ensure not to cancel your service for this reason.

8. Frivolous or vexatious complaints

Where after careful consideration and appropriate internal escalation of a complaint, we conclude:

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

We have the right to decide not to deal, or to deal further with the complaint. We will advise you within 5 working days of making a decision not to deal with a complaint and advise you of the reasons for our decision.

9. Attempt to contact

Where we are unable to contact you to discuss your complaint, we will write to inform you that we were unable to contact you, provide details of contact attempts and give you the opportunity to discuss the complaint within 10 working days.

10. Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. Where a complaint has been escalated with our team and still unresolved, you can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

The services of the TIO are free of charge.