

## Business Telecom Complaints Policy

Business Telecom Australia Pty Ltd trading as Business Telecom ABN 54 606 253 418

### Introduction

As a customer orientated organisation dedicated to the satisfaction of its customers, Business Telecom Australia Pty Ltd trading as Business Telecom ABN 54 606 253 418 has a Complaints Policy so as to ensure all complaints are handled as efficiently and effectively as possible. The following outlines our policy and procedures for the handling of verbal and written complaints. This Policy is compliant with the ACIF Industry Code on Complaint Handling.

### Our Responsibilities

- Business Telecom will provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- Business Telecom will keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- We will regularly review our complaints so that we can improve our standard of customer service.
- Whilst an investigation into a matter is taking place, we will not demand payment of genuinely disputed amounts.

### Handling Your Complaint

- Upon receiving a verbal or written complaint, we will acknowledge your matter via telephone or in writing within 5 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution. - Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records.
- If we think your complaint requires a charge, we will not impose one without discussion with you.
- If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.
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### Steps in Lodging a Complaint

Step One: If you have a complaint regarding any aspect of your account or dealings with Business Telecom, we urge you to telephone Customer Service in the first instance on 1300 721 100. Our Consultant will give you their name so you know with whom you are speaking. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter by telephone and will confirm any details in writing if you request us to do so.

Step Two: Should you not be satisfied with the response tendered to you, you may ask for your complaint to be escalated to the next level of Management or to the Customer Operations