

Complaints Handling Policy

1. Introduction

Business Telecom Australia Pty Ltd trading as **Business Telecom**

ABN 54 606 253 418 (“Business Telecom”, “we”, “us”, “our”) is committed to providing a fair, accessible and effective complaints handling process.

This policy explains how we handle complaints in line with Australian telecommunications consumer protection requirements and our commitment to resolving issues promptly, transparently and fairly.

2. Our Commitment

Business Telecom will:

- handle complaints in a fair, objective and timely manner;
- ensure our complaints process is accessible to all customers, including customers with disabilities, language barriers or other vulnerabilities;
- keep customers informed about the progress of their complaint and expected timeframes;
- consider individual circumstances, including financial hardship and domestic, family or sexual violence (DFSV), where relevant; and
- use complaint feedback to improve our services, systems and processes.

While a complaint is being investigated, **we will not demand payment of genuinely disputed amounts.**

3. What Is a Complaint?

A complaint is any expression of dissatisfaction made to Business Telecom about:

- a telecommunications service we supply;
- billing, charges or payments;
- customer service or support; or
- the handling of a previous complaint,

where a response or resolution is expected.

4. How to Make a Complaint

Customers may lodge a complaint using any of the following methods:

- **Phone:** 1300 721 100
- **Email:** support@businesstelecom.com.au
- **Post:**
Customer Operations – Complaints
Business Telecom Australia Pty Ltd
Level 2, 460 Church Street
North Parramatta NSW 2151

If you need assistance to make a complaint due to accessibility requirements or personal circumstances, we will provide reasonable support.

5. How We Handle Complaints

Acknowledgement

- We will acknowledge complaints as soon as practicable and **no later than 5 business days** after receipt.

Investigation and Resolution

- Many complaints are resolved at first contact.
- Where further investigation is required, we will:
 - explain the steps being taken;
 - keep you updated on progress; and
 - advise of the expected timeframe for resolution.

Timeframes

- We aim to resolve complaints within **30 calendar days**.
- If a complaint is complex or requires more time, we will:
 - explain why extra time is needed; and
 - provide regular updates until the matter is resolved.

Outcome

- We will clearly explain the outcome of your complaint.
- Where requested, confirmation will be provided in writing.

6. Charges and Fees

Business Telecom **does not charge customers for lodging or handling complaints.**

7. Escalation

If you are not satisfied with the outcome of your complaint, you may request escalation within Business Telecom.

Internal escalation may involve review by:

- a senior member of the Customer Operations team; and/or
- Business Telecom's Compliance or senior management teams.

Our case managers are authorised to make decisions to resolve escalated complaints.

8. External Dispute Resolution

If your complaint is not resolved to your satisfaction, you may contact the **Telecommunications Industry Ombudsman (TIO)**.

The TIO is a free and independent dispute resolution service for eligible residential and small business customers.

Telecommunications Industry Ombudsman

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

For privacy-related complaints, you may also contact the **Office of the Australian Information Commissioner (OAIC)**:

- Website: www.oaic.gov.au
- Phone: 1300 363 992

9. Vulnerable Customers

Business Telecom recognises that some customers may be in vulnerable circumstances, including:

- financial hardship; and/or
- domestic, family or sexual violence.

Where this is identified or disclosed, we will:

- apply our Financial Hardship and DFSV Consumer Support policies as appropriate;
- act sensitively and respectfully; and
- prioritise customer safety and wellbeing.

10. Continuous Improvement

Business Telecom:

- monitors complaint trends and outcomes;
- uses complaints to improve service delivery and internal processes; and
- updates this policy to reflect regulatory and operational changes.

11. Policy Review

This policy is reviewed:

- at least annually; and
- following any material regulatory or operational change.

Last updated: 22 April 2026