

## COMPLAINT HANDLING POLICY

### Our principles:

You have a right to complain, and if you do, we will deal with your complaint in a fair, efficient, objective manner and through a transparent process.

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 Complaints Handling) Industry Standard 2018 and responsibility for compliance with the process lies with our Chief Executive Officer.

### Free of charge:

We will not charge you for dealing with your complaint.

### How to make a complaint?

If you wish to complain, please make contact using one of the following methods:

By telephone: 1800 358339 (Mon – Fri 8:30 – 18:00 AET)

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

By email: [membersupport@cloudtelecom.com.au](mailto:membersupport@cloudtelecom.com.au)

By fax: 1300 850 462

Using our website: [www.cloudtelecom.com.au/contact](http://www.cloudtelecom.com.au/contact)

By letter: Level 1, 150 Gladstone St. SOUTH MELBOURNE VIC 3205

We will help you formulate, make and progress your complaint if you require assistance.

Of course, you can appoint an authorised representative or advocate to make a complaint on your behalf. For help with how to appoint an authorised representative, please go to <http://www.moretelecom.com.au/policies>

If you have a disability or do not have English as your first language, the Australia Government provides services to assist in understanding and communicating with us. The National Relay Service contact number is 133 677. The number for the Translating & Interpreting Service is 131 450.

### What we will do:

#### Acknowledge...

We will acknowledge receipt your complaint immediately if you complain in person or have talked 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 message on our answering machine (e.g. outside our office hours).

When we acknowledge your complaint we will commence the initial assessment of the complaint and provide you a unique case reference number. This will 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 us on 1800 733 368.

#### ...And Solve

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 such as the TIO.

We will implement all actions required to fix your problem 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.

#### Closing a complaint..

We will always communicate with you prior to closing a complaint. We will ensure that you are satisfied with the outcome and are happy for the complaint to be closed.

If you wish to close a complaint with us, please contact us using one of the methods described above and include your complaint case reference.

### 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
- if your service has been disconnected or is about to be disconnected and due process has not been followed, or
- if you are receiving Priority Assistance (e.g. because of a severe medical condition) for the service you are complaining about.
- you are dissatisfied with the standard response times that apply to the handling of your complaint.
- you reasonably request that your complaint is treated as urgent or request that your complaint is escalated.

In this case we will prioritise your complaint and agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. We will follow our internal escalation process outlined below and provide information on our internal escalation process. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is a longer delay also inform you about your options for external dispute resolution such as the TIO.

## Complaint Escalation Process

If a complaint is deemed urgent (as outlined above), or greater assistance is required in order to come to a speedy resolution a complaint will be escalated internally within our organisation. A meeting will be called with senior management within 2 business day to discuss the complaint and make a decision on how to address the issue and implement all required actions to fix the issue. Escalated complaints will be given priority 1 status in our internal CRM system for on-going tracking and prioritisation.

## Classification of Complaint

On receipt of a complaint, we will quickly classify the complaint as outlined below.

Complaint Type	Priority	Resolution SLA
Urgent Complaint	1	2 business days
Faults (non urgent)	2	10 business days
Credit Management	2	10 business days
Connections/disconnections	2	10 business days
Customer Service	3	10 business days
Billing and Payments	3	10 business days
Contracts	3	10 business days

## Frivolous or vexatious complaints

When after careful consideration and necessary internal prioritisation and escalation we deem:

- that we are unable to anything more to resolve the complaint;
- that your behavior, or complaint is frivolous or vexatious

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

## Attempts to contact

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

## If you are unhappy with our efforts:

If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or if you tell us you would like your complaint to be treated as urgent, we will escalate your complaint internally.

If you are still dissatisfied, we will inform you about your options for external dispute resolution such as the TIO.

We will never cancel your service only because you have contacted an external dispute resolution scheme.

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.

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-](http://www.tio.com.au/making-a-complaint)

[complaint](http://www.tio.com.au/making-a-complaint)

The services of the TIO are free of charge.