

Handling of Customer Complaints

Introduction

Optus aims to provide the highest level of customer service, which includes the handling of complaints. This statement outlines Optus' procedures for the handling of customer complaints in relation to our products and services.

It sets out our current complaint handling policy, which is compliant with the Telecommunications Consumer Protections Code.

Your Legal Rights

Nothing in this Statement of Customer Service Standards limits or detracts from your rights under the Standard Terms and Conditions for your service, the Telecommunications Act, the Competition and Consumer Act 2010 or any other laws.

You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights.

However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

Complaints handling Procedures – How Optus handles complaints

Optus aims to provide an efficient, fair and accessible mechanism for handling customer complaints.

Optus Customer Service will be your main point of contact within Optus whether you wish to register a complaint about technical difficulties, billing problems, Optus dealers and staff, or you merely want information about Optus services.

Our aim is to ensure that our complaint handling process is accessible to all customers, including those with disabilities and special needs.

Please call us on:

Mobile Products / Services (including Premium Services):	Call 1300 300 937
TTY – Free Call (including Premium Services):	Call 1800 123 124
Local, Long Distance, Television or Internet Products:	Call 133 937
TTY – Free Call	Call 1800 500 002

Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy.



Each person you deal with at Optus Customer Service will identify himself or herself by their first name so you know with whom you are speaking.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries, which customers may have "on the spot".

Senior management will stand behind agreements reached with customers by our Customer Service Representatives.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with Optus dealers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within 15 working days or, in extreme cases, within time frames agreed with the customer.

To provide a check on the handling of complaints, Optus supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that satisfactory solution has been reached.
- Analyse Complaints received to identify any recurring or emerging issues requiring special attention

How to appeal to Optus Senior Personnel:

If you are not satisfied with the way in which the Customer Service Representative handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within time frames agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

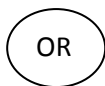
If you are dissatisfied with the supervisor's handling of the complaint, you can request that more senior Optus personnel review the complaint.

Complaints in Writing or Email:

Optus prefers to deal with complaints and enquiries by telephone as this usually allows a quicker resolution.

However, if you wish to lodge a written complaint, you can forward your correspondence to:

Customer Relations Group
SingTel Optus Pty Ltd OR
PO Box 306
SALISBURY SOUTH SA 5106



Contact us by e-mail via the
"Contact Us" link on our external web site:
<http://www.optus.com.au>

An acknowledgement of your complaint will be made within 48 hours of receiving your complaint.



Taking appeals outside Optus

Optus believes that its internal appeal process will provide the most effective and quickest way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the Optus review process before contacting the TIO, however you will first need to speak with us to attempt to resolve the matter prior to taking your complaint to the TIO.

The intention of the scheme is that we try to settle the issue before it is taken to the TIO.

To lodge a complaint with the TIO you can call 1800 062 058 (1800675692 from a TTY handset) **or write to:**

TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007

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