

# HANDLING OF CUSTOMER COMPLAINTS

## Optus Statement on Customer Service Standards

### 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 ACIF Industry Code on Complaint Handling.

### 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 Trade Practices Act 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.

### COMPLAINT 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:**

- |  |                     |
|--|---------------------|
| • For Mobile products or services (incl. Premium Services):                | <b>1300 300 937</b> |
| or TTY Mobile (free call) (incl. Premium Services):                        | <b>1800 123 124</b> |
| • For Local, Long Distance, Television and Internet products and services: | <b>133 937</b>      |
| or TTY (free call):  | <b>1800 500 002</b> |

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 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 a satisfactory solution has been reached
- Call back a cross section of customers to discuss the handling of the complaint by Optus, with a view to understand how we can do better; and
- Review all complaints, which have not been resolved within agreed time frames and determine what action is needed to resolve those complaints quickly.

## 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 timeframes 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  
PO Box 306  
SALISBURY SOUTH SA 5106

OR

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

A verbal or written acknowledgement will be made within five working days after receiving your letter or e-mail with a time frame for investigating and resolving 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. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO, then you may wish to raise it with the Australian Communications Authority (ACA).

**To lodge a complaint with the TIO you can call on 1800 062 058 or write to –**

TIO  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007