

OPTUS BUSINESS

COMPLAINT HANDLING POLICY

Optus aims to lead Australia in delivering outstanding customer experiences. We aim to provide a quick and effective resolution of your concerns and difficulties.

You have a right to make a complaint if you are dissatisfied with our services or how we have handled your enquiry. If you have not received the support you expect, we want you to let us know so we can get it right. We will not charge you for handling your complaint.

There are four ways you can reach us:

Telephone

1300 133 334

General Enquiries: 8am – 7pm Monday - Friday

Technical Faults: 24/7, 365 days per year

TTY: Call 1800 123 124

Mail

Customer Relations Group

SingTel Optus Pty Ltd

PO Box 306

SALISBURY SOUTH SA 5106

Optus Website

By e-mail via the “Contact Us” link on our external web site

www.optus.com.au/business

In Store:

If you wish to make a complaint in person, this can be done with our store staff who will do their utmost to assist. The store may refer your complaint to specialists within customer service should this assist in resolution.

HOW WE RESOLVE COMPLAINTS

By phone: The quickest way to resolve your complaint is by speaking with one of our consultants. If they are unable to solve your problem a manager will take responsibility for your issue. A record of your complaint is kept on your file and we can view this at any time when you quote the account or service number on your bill or the Enquiry ID we provide you at the time of making the complaint.

By email or letter: We will respond to your complaint within 48 hours of receiving it and provide you with an indication of how long it will take to resolve.

We aim to resolve all customer complaints within 10 working days.

When you speak to Optus regarding a complaint, the consultant will usually communicate with you directly when resolving your concerns. They may also provide you with a direct telephone number to contact them if you want to follow up with them.

In all cases, however, Optus Customer Care can assist you via the contact details on your bill or at the top of this policy, if you need a further update on how your complaint is progressing.

What if I am unable to speak with Optus myself?

If you would like to nominate someone to speak to Optus on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint and account details with them.

If you would like to contact Optus to make a complaint but require assistance to do so (for example, if English is not your native language or you have a hearing impairment), you can contact us via a language interpreter service or if you use a TTY to communicate, you can contact us directly via the numbers above or via the National Relay Service. Optus also has staff who speak languages other than English who may be able to interpret in some cases. Should you have more specific needs requiring assistance in making a complaint, please let us know so that we can determine how to assist you.

What we do if you want your complaint investigated further:

If our consultants or managers are not able to resolve your concerns we will refer your complaint to our Customer Relations Group. We will provide you with a complaint reference number and within 48 hours your complaint will be allocated to a dedicated Customer Relations case manager. Your case manager will also provide you with their direct contact details.

If you would like to nominate someone to speak to Optus on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint with them.

What if my complaint is urgent?

We deal with the majority of complaints in the order they are received.

There are certain types of complaints which are always considered urgent; usually complaints referred by our financial hardship team and where a customer has lost service, or we become aware that their service may become lost, for an unknown or unusual reason. These types of complaints are given priority and we will work to resolve them within 48 hours.

If you feel your complaint is urgent and requires priority for any other reason, please speak with a Customer Service representative who will do their utmost to assist.

How can I confirm my complaint is resolved?

We will not implement an outcome or resolution unless this has been accepted by you or your representative.

While we will usually discuss your complaint with you via telephone, we are happy to confirm this via letter or email within 5 working days of the agreed resolution should you request this.

We aim to resolve all customer complaints within 10 working days. If we cannot speak with you directly we will send you a letter acknowledging your complaint, providing our direct contact details so you can call us back at your convenience.

What do we expect from you?

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and to discuss your concerns. Therefore we may ask you for contact details to enable this, and to be available to discuss this at a time you agree to.

We ask, while your complaint is being investigated, that amounts you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint.

Should your matter be complex, or require extra time to resolve, we will discuss this with you and provide you with the reasons why this is the case.

What if I am still dissatisfied?

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, after you have spoken with us.

To lodge a complaint with the TIO you can call 1800 062 058 (1800 675 692 from a TTY handset) or contact them via their website www.tio.com.au