

## Optus Complaint Handling Policy

We aim to lead Australia in delivering outstanding customer experiences. We do this by providing quick and effective resolutions of your concerns and difficulties.

You have the right to make a complaint if you are dissatisfied with our services, how we've handled your enquiry, or if you have not received the support you expect. We encourage you to let us know so we can address the issue. If it is unclear whether you wish to make a complaint, we will ask you to clarify. We will not charge you for handling your complaint.

You can contact us about your complaint through any of the methods listed below. We will acknowledge receipt of your complaint as soon as we receive it when you contact us via our call centre, retail store, online, messaging, or the My Optus App. If you contact us by email, we will acknowledge receipt within 2 business days. If you send a complaint by post, acknowledgment time is to be advised (TBA).

Website (online form)	<a href="http://www.optus.com.au/complaints">http://www.optus.com.au/complaints</a>
My Optus App	Help and contact us
Message Us Available 24/7	Via the My Optus app or by visiting <a href="http://www.optus.com.au/myaccount">http://www.optus.com.au/myaccount</a>
Phone (local time) Mon – Fri: 9am – 6pm Sat: 9am – 5pm	133 937 Consumer Customers
Phone (local time) Mon – Fri: 8am – 7pm Sat: 8am – 6pm	133 343 Business Customers
Letter	Optus Complaints PO Box 888 North Ryde NSW 2113
Email	<a href="mailto:complaints@optus.com.au">complaints@optus.com.au</a>
In-store During Store Opening Hours	One of our team members can help you lodge a complaint. Click <a href="#">[here]</a> to find details about your local store

<p>If you are Deaf, have a hearing or speech impairment or need extra support</p>	<ul style="list-style-type: none"> <li>• National Relay Service: You can contact us through the National Relay Service Monday to Friday 9am – 5pm (around Australia) on 13 36 77 or by using the Internet Relay Service <a href="#">Helping you connect</a> options.</li> <li>• Optus' Interpreter services team, call on 1300 294 479.</li> <li>• Or for further information please <a href="#">[click here]</a></li> <li>• See "If need extra support to help you make a complaint" section below</li> </ul>
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### What if I want or need someone to speak with Optus for me?

If you need another individual to speak to us on your behalf regarding your complaint, please let us know. We're happy to assist but will need your approval first. We may contact you by phone or in writing to confirm that you're comfortable with us discussing your complaint and account details with the person you nominate. More information is available about allowing third parties to make enquiries on your behalf [\[here\]](#).

### If need extra support to help you make a complaint, we are here to help

We are dedicated to recognising and supporting customers in vulnerable circumstances and ensuring you can stay connected.

If you are affected by Domestic, Family, or Sexual Abuse, please contact our Specialist Care team at 1800 685 059 for tailored support, including assistance with making or tracking a complaint. You can also find our Domestic and Family Abuse Assistance Policy online [\[here\]](#).

Our Specialist Care team also supports customers experiencing vulnerabilities, accessibility needs, or those from non-English speaking backgrounds who require extra assistance.

If you need help with financial hardship, please contact our Advocacy Assist team so we can determine how best to support you. Our [\[Payment](#)

[Assistance Policy](#)] explains how we can help. If you have a complaint regarding hardship, you can reach out to Specialist Care for assistance.

A reminder, our contact details for Specialist Care and Advocacy Assist:

Specialist Care Monday to Friday: 8am - 8pm and Saturday: 8am - 4pm AEST/AEDT.	1800 470 291 <a href="tel:1800685059">tel:1800685059</a> for Vulnerable Customer Support to make and progress a complaint 1800 685 059 if you're affected by Domestic, Family or Sexual Abuse.
Advocacy Assist - Monday to Saturday: 9am - 9pm AEST/AEDT	1300 308 839 for Financial Hardship Support and to make and progress a complaint

If you are Deaf, have a hearing or speech impairment, are non-English speaking or need any extra support you can access the following helpful Services:

- National Relay Service: You can contact us through the National Relay Service Monday to Friday 9am – 5pm (around Australia) on 13 36 77 or by using the Internet Relay Service [Helping you connect](#) options.
- Optus' Interpreter services team, call on 1300 294 479.
- For further information please [\[click here\]](#)

For a detailed understanding of what you can expect from us and how to access additional support and care, including how to make a complaint and monitor the progress of your complaint click [\[here\].tel:1800685059](#)

<https://www.optus.com.au/content/dam/optus/documents/about-us/specialist-care/financial-hardship/optus-payment-assistance-policy.pdf>

## How we manage and resolve your complaint?

**IN STORE:** If you wish to make a complaint in person, you can do this with one of our store team members during store opening hours. We will do our best to address your concerns at the time. If the store team member cannot assist you sufficiently, they will lodge a complaint through our systems, and we will assign a dedicated Customer Resolution Expert to your complaint.

**BY ONLINE FORM/My Optus App:** Complete our online complaints form, any time of the day (<http://www.optus.com.au/complaints>) or through the My Optus App. We will assign a dedicated Customer Resolution Expert to your complaint.

**BY EMAIL:** We will acknowledge your complaint via email within 2 business days of receiving your complaint. We will assign a dedicated Customer Resolution Expert to your complaint.

#### OR LETTER

We will acknowledge your complaint by providing a verbal or written response within 2 business days of receiving your complaint.

### How long does it take to resolve my complaint?

Where possible we will aim to resolve your complaint on our first contact. We will treat your complaint as urgent if you advise us:

- There is a threat to your safety or that of your children;
- The complaint concerns financial hardship; or
- The complaint concerns the loss of, or the risk of loss of, service access due to a disconnection where we did not follow due process.

Urgent complaints are given priority, and we will work to resolve them within 2 business days.

If you feel your complaint is urgent and requires priority for any other reason, please raise this with our team, who will do their utmost to assist.

For all other complaints, we'll investigate and follow up within 10 business days from the day that you first raised your complaint with a proposed resolution.

While we aim to resolve all complaints as quickly as possible, if our investigation takes longer, we will update you on the reason and the new expected timeframe and provide you with options to use external dispute resolution services should you wish to do so.

*Please note complaints about alleged billing errors will be resolved within 30 calendar days of the receipt of the complaint.*

After we agree on a resolution, we'll implement that agreed resolution within 5 business days, unless we have agreed otherwise as part of our resolution.

## How do I monitor my complaint?

You can track your complaint's progress through your Optus My Account or the My Optus app using your unique reference number. Alternatively, consumer customers can call us on 133 937 or 133 343 for business customers or 1800 470 291 for Customers requiring Vulnerable Support, quoting your reference number for updates. When a Customer Resolution Expert is assigned, they will contact you directly with their details.

## How can I confirm my complaint is resolved?

We aim to resolve all complaints within 10 business days. If we can't speak with you directly, we will send you a letter, email, or text to say we received your complaint and give you a reference number. A Customer Resolution Expert will share their contact details and explain what will happen next, so you can get in touch when you're ready.

Unless we have tried to contact you several times without success we won't close your complaint. Usually, we'll talk to you on the phone about our investigation and resolution of your complaint and then confirm the outcome by letter or email within 5 business days.

## What do we expect from you?

To make sure we resolve your complaint properly, we may need to contact you to get more information and talk about your concerns. We'll need your contact details so we can communicate, and we might ask you to be available at an agreed time for discussion.

While your complaint is being investigated, please pay any outstanding undisputed bills. We will not start debt collection for amounts related to your complaint, nor will we cancel or restrict your services because you made a complaint. Once your complaint is resolved or closed, our usual service terms will apply.

If your complaint is complex or needs more time, we will explain why and keep you informed.

## What if I am dissatisfied with the progress, handling or outcome of my complaint?

If you are unhappy with the progress or outcome of your complaint, or believe it should be treated as urgent, you can contact us using the methods listed at the top of this policy. We will inform you of our internal escalation and prioritisation process within 24 hours. Your complaint will be assessed using this process within 5 business days, and a dedicated Customer Resolution Expert will be assigned.

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman (TIO), which is a free and independent service

Please try to resolve your concerns with Optus first before contacting the TIO. Within 5 business days of your notification that you are unhappy with the resolution, we will send you a letter or email explaining our understanding of the complaint, the resolutions offered, and available external options.

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](http://www.tio.com.au).

*Please note:* It is helpful, but not necessary, to provide the TIO with your Optus unique complaint reference number to show you've attempted to resolve your issue with us prior to using their service.

## Network Outage Complaints Handling Process

If your service goes down and you are affected by a network outage, we will aim to inform you quickly and clearly about what happened, why it occurred, where it is affecting customers, and when we expect to restore your impacted services, following this network outage complaint process

You can check the status of our network [[here](#)] to see if you are affected by any known network outages This page also provides information on how we keep customers informed and updated during network outages.

## What happens if I am impacted by a network outage and wish to make a complaint about the outage

You can make a complaint about your service not working or about a network outage by contacting us on

Phone (local time) Mon – Fri: 9am – 6pm Sat: 9am – 5pm	133 937 Consumer Customers
Phone (local time) Mon – Fri: 8am – 7pm Sat: 8am – 6pm	133 343 Business Customers

## How we will handle your network outage complaint

If you contact us to report or make a complaint about your service not working, we'll take all reasonable steps to determine if a network outage is occurring that may be impacting you. As soon as practicable, we will:

- Acknowledge your complaint on first contact
- Provide you with a unique reference number and instructions on how to monitor your complaint.
- Give you information on how to stay updated about the network outage, as applicable.
- Notify you when your service is restored and inform you about any resolution offers available.

We will treat your network outage complaint as urgent if there is a risk to personal safety or a serious health risk involved. Details of how urgent outage complaints are handled are outlined further in the policy.

This process aims to keep you informed and supported while resolving your complaint efficiently

## Default resolution

We will work with any third-party provider's (if required) to restore your services affected by a network outage as quickly as possible. We will notify you promptly when your service is restored.

Our website provides suggestions on how to stay connected during an outage and information on what to expect [[here](#)].

When the network outage is resolved, you will receive notification that your service is restored, which will normally resolve your complaint (the default resolution). For non-urgent outage complaints, we will close the complaint after 3 business days if we do not hear further from you.

If you continue to experience issues after the notification or are unsatisfied with the resolution, please contact us at 133 937. We will work with you to restore your service or discuss options.

Sometimes, when outages impact many customers, Optus may offer bulk resolution options. Details on these are also provided on the outage information page [[here](#)].

### Urgent network outage complaints

If you believe you've been impacted by a network outage and have concerns for personal safety or a serious health risk, and your service has not been successfully restored, please contact us as soon as possible on 133 937. We will discuss options available to help keep you connected during the outage, including alternative or interim solutions where possible

If your complaint is urgent:

- we will follow up with you within 2 calendar days to confirm if your impacted service(s) has been restored
- if you tell us the default resolution was unsuccessful, we will take corrective action within 2 business days.
- we will not close an urgent network outage complaint until your service has been restored.