

Complaint Handling Policy

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

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

You can contact us about your complaint via the methods listed below. We will generally acknowledge receipt of your complaint as soon as we receive it (e.g. if you're on the phone with us or in one of our stores). If you contact us by other means, (e.g. if you send us a letter), we will call you or write back to you within 48 hours to acknowledge receipt.

1. Website

<http://www.optus.com.au/complaints>

2. Phone

Mobile Products/Services (including Premium Services)	Call: 133 937	8am-9pm Mon-Fri 9am-7pm Sat
Technical Support: Mobile	Call: 131 344	24/7 365 Days
Local, Long Distance, Television or Internet Products	Call: 133 937	8am-8pm Mon-Fri
Technical Support: NBN	Call: 131 344	24/7 365 Days
Technical Support: Internet and TV	Call: 131 937	24/7 365 Days
Technical Support: Home phone	Call: 131 344	24/7 365 Days
Satellite Mobile	Call: 1800 500 269	8am -7pm Mon-Fri
Satellite Broadband	Call: 1300 361 930	9am-5pm Mon-Fri

3. Written Complaint

Our complaints mailing address is: **PO Box 306 Salisbury South 5106 SA**

4. Email Complaints

Our complaints email address is: **enquiries@optus.com.au**

5. In store

If you wish to make a complaint in person, you can do this with one of our store staff. The store may refer your complaint to specialists within customer service, who will know how best to resolve your issue.

How we resolve complaints

BY ONLINE FORM: Fill out your details on our online complaints form (<http://www.optus.com.au/complaints>). Your case will then be assigned to dedicated case manager, who will get in touch with you within 48 hours.

BY PHONE: You can speak to one of our consultants over the phone to try and resolve your complaint straight away. If they're unable to solve your problem, a manager will take responsibility for your issue.

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.

A record of your complaint, including a description of its category defined by service and the nature of concern, is kept on your file. We can view your complaint and its category when you quote the account or service number on your bill at any time.

How long does it take to resolve my complaint ?

We aim to resolve all complaints within 10 working days. This timeframe maybe different when:

- You agree to Optus implementing a proposed resolution to your complaint by a specified time; or
- Your complaint is treated as an urgent complaint, which we will work to resolve within 48 hours; or
- You do not meet your obligations to implement Optus' proposed resolution by a specified time.

If there is a delay in resolving your complaint, we will contact you as soon as possible after we become aware of it. If we think it will take us longer than 15 days to resolve, we will provide you with additional information about the delay, expected timeframe to resolve it, and avenues for external dispute resolution, if the expected delay will be longer than 10 working days

When you speak to us 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.

How do I keep track of my complaint?

Our Customer Care Team can give you an update on how your complaint is progressing by contacting them using the details on your bill or at the top of this policy. If you have been assigned a dedicated case manager, they will supply you with their direct contact details.

What if I am unable to speak with Optus myself?

If you would like to nominate someone to speak to us 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 us 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 via the National Relay Service. We also have 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 (e.g. financial hardship situations), please let us know so that we can determine how to assist you.

What if I want my complaint escalated?

Your complaint can be escalated at any time by contacting us using the methods listed at the top of this policy.

If our consultants or managers are not able to resolve your concerns we will refer your complaint to our Resolver Group.

We will provide you with a complaint reference number and within 48 hours your complaint will be allocated to a dedicated case manager. Your case manager will also provide you with their direct contact details, and will work with you to resolve your complaint.

If you would like to nominate someone to speak to us 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 your complaint is of this nature, please call us on 133 937.

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.

We will not close your complaint without your agreement, unless we are unable to contact you after making multiple attempts to do so. While we will usually discuss your complaint with you via telephone, we are happy to confirm the resolution via letter or email within 5 working days 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, and 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.

While your complaint is being investigated, we ask that any outstanding amounts on your bill that you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint, nor will we cancel your service just because you are making a 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.

If, after careful consideration, we believe we cannot assist you further and your complaint is frivolous or vexatious, then we may decide not to deal further with your complaint. If this is the case, then we will let you know within 5 working days of our decision and avenues for external dispute resolution. We will provide you written confirmation of this within 5 working days if requested.

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 tio.com.au Please note that you will need a complaint number issued by Optus, and the TIO will expect that you have attempted to resolve the complaint with Optus before lodging a TIO complaint.

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