

Optus Complaint Handling Policy

At Optus, 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 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 to get it right. If it's not clear to us whether you wish to make a complaint, we will clarify it 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 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 acknowledge receipt of your complaint within 2 working days.

Website (online form)	http://www.optus.com.au/complaints
Phone	133 937
Letter	Optus Complaints PO Box 888 North Ryde NSW 2113
Email	enquiries@optus.com.au
In-store	One of our staff members can help you lodge a complaint.

How do we resolve complaints?

IN STORE: If you wish to make a complaint in person, you can do this with one of our store staff during store opening hours. We will do our best to address your concerns at the time. If the store staff cannot assist you sufficiently, they will lodge the complaint through our systems and a specialist will contact you within 2 business days.

BY ONLINE FORM: Complete our online complaints form, any time of the day (<http://www.optus.com.au/complaints>). We will assign a dedicated Customer Resolution Expert to your enquiry, who will contact you within 2 working days.

BY PHONE: You can speak to one of our team over the phone to try and resolve your complaint straight away, at any time. If they're unable to solve your problem, a manager will take responsibility for your issue. If you are still unsatisfied with your experience, any of our staff can lodge a formal complaint, and one of our Customer Resolution Experts will get in contact with you within 2 working days. They will also provide you with details on how to monitor your complaint.

BY EMAIL OR LETTER: We will acknowledge your complaint within 2 working days of receipt. At this time, we will provide you with an indication of how long it may take to resolve. When you make a complaint, we will acknowledge receipt of your complaint, including a description of its category defined by service and the nature of the concern.

We will provide you with a verbal or written response with:

- Confirmation that your complaint was received; and
- A unique reference number and instructions about how you can monitor your complaint; and
- Information on how to escalate your complaint if you require urgent assistance.

We can view your complaint and its category when you quote the unique reference number, 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 may be different when:

- You agree to Optus implementing a proposed resolution to your complaint by a specified time; or

; or

- The complaint is deemed Urgent and prioritised for resolution within 2 working days; or
- You do not meet your obligations to implement Optus' proposed solution by a specified time.

If there is a delay in resolving your complaint, we will contact you as soon as possible. If we think it will take longer than 15 days to resolve your complaint, then 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 is longer than 10 working days.

When you speak to us regarding a complaint, the consultant will usually communicate 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. You can also provide our team with your unique reference number. When you are assigned a dedicated Customer Resolution Expert, they will supply you with their direct contact details.

What if I am unable to speak with Optus myself?

Should you need another individual to speak to us on your behalf, please let us know. We're happy to assist you in any way we can but will need approval from you to do so. 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.

Accessibility channels are available via our [website](#) that makes it easy for all to contact us about their concerns. For those of a Culturally and Linguistically Diverse background we have [translator and interpreting services](#), you can find out more about these services here.

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 Customer Resolutions Team. Please let them know you would like to escalate your complaint.

We will provide you with a complaint reference number, and within 2 working days your complaint will be allocated to a dedicated Customer Resolutions Expert. Your Customer Resolutions Expert will also provide you with their direct contact details and work with you to resolve your complaint.

What if my complaint is urgent?

We deal with most complaints in the order they are received. We consider some complaints more urgent than others; 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 2 working days. 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 our staff, who will do their utmost to assist.

How can I confirm my complaint is resolved?

We will not implement an outcome or resolution unless accepted by you or your representative. We will not close your complaint without your agreement unless we cannot 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, email or text message acknowledging your complaint, and providing your unique reference number and 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 discuss your concerns. We will require contact details to enable communication between you and Optus and we ask that you make yourself available to discuss your concerns at an agreed upon time.

While your complaint is being investigated, we ask that you pay any outstanding undisputed billed balances. We will not take mercantile action on amounts that are part of your complaint, nor will we cancel your service because you made 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 to close your complaint. If this is the case, then we will let you know within 5 working days of our decision and any 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, with how we have handled the complaint, or the resolution of a complaint you can ask the Telecommunications Industry Ombudsman (TIO) to assist. It is important that you attempt to resolve your concerns directly with Optus prior to reaching out to the TIO. We will forward a letter (or email) detailing our understanding of the complaint, offered resolutions, and available external options within 5 days of you notifying us that you're unhappy with the resolution determined as best applicable for your complaint outcome.

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.

Please note: You will need to provide the TIO with your Optus unique complaint reference number to show you've attempt to resolve your issue with us prior to using their service.