

Handling your Complaint

Introduction:

Dear Customer

ECN Pty Ltd provides excellent customer service and maintaining a positive customer relationship at all levels from CEO down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The Telecommunications Consumer Protections Code C628:2012 defines a complaint as “means an expression of dissatisfaction made to a Supplier in relation to its Telecommunications Products or the complaints handling process itself, where a response or Resolution is explicitly or implicitly expected by the Consumer”.

An initial call to a provider to request a service or information or to request support is not necessarily a Complaint. An initial call to report a fault or service difficulty is not a Complaint. However, if a Customer advises that they want this initial call treated as a Complaint, the Supplier will also treat this initial call as a Complaint.

The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary

We want to resolve your complaints as soon as possible. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs
- To keep customers informed as to the progress of their complaints and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days
- You will be provided with a unique identification number or reference number that will be associated with your complaint. You can follow up on your complaint by quoting the reference number to our team members.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.

Handling your Complaint

- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve and implement a matter within 30 calendar days
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

Step One:

- If you have a complaint regarding any aspect of your account or dealings with ECN we urge you to contact our Customer Relations Officer in the first instance, for a full list of contact options, please refer to the information provided at the bottom of this document. Our objective is to resolve the clear majority of enquiries of complaints during your first contact with us.
- You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so.
- If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for a procedure and form to appoint an authorised representative or advocate. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint.
- You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

Step Two:

- Complaints made to the company are overseen by our customer service management. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).
- If you are not satisfied with the response tendered to you, you may ask Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Handling your Complaint

Step Three:

- If you agree with our proposed resolution, we will implement the resolution within 10 business days.
- If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies: TIO The Telecommunications Industry Ombudsman (“TIO”) is an alternative dispute resolution scheme for residential and small business consumers in respect of disputes. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly.
- The TIO seeks the co-operation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable. To lodge a complaint with the TIO you can visit <http://www.tio.com.au/> or call 1800 062 058.

What kind of complaints can the TIO deal with?

The TIO deals with complaints about telecommunications services. Some of these include billing problems, telephone faults, poor customer service, mobile phone contract problems and Internet access difficulties.

When should I go to the TIO?

If you have a complaint about your phone or internet, the first step you should take is to contact us and try and resolve it directly. Usually the problem can be resolved at this stage. However, if you are unhappy with the resolution of the problem, you can make a complaint to the TIO.

How much does it cost?

The TIO service is free. There is no charge to have a complaint investigated by the TIO.

How do I contact the TIO?

If you don't speak English, you can call the Commonwealth Government's Translating and Interpreting Services on 131 450 and ask to be put through to the TIO. The TIO pays for the cost of using the interpreter service. The TIO also has fact sheets available in different languages.

OFFICE OF THE FEDERAL PRIVACY COMMISSIONER

The Office of the Information Commissioner can assist you with all matters related to privacy. To lodge a complaint, you can call 1300 363 992 or visit <http://www.oaic.gov.au/>.

For certain telecommunications and trade practice issues, you may lodge a complaint to:

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- The Fair-trading Office in your state;
- The Australian Competition and Consumer Commission; and/or
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution