

AUSTRALIAN TELEPHONE NETWORKS CUSTOMER COMPLAINT HANDLING POLICY

1. Introduction

At Australian Telephone Networks we are committed to providing our customers with the best products and service. This policy details how Australian Telephone Networks handles customer complaints in relation to our products and services.

This policy is compliant with the ACIF Industry Code on Complaint Handling.

2. Your legal rights

Nothing in this policy limits or detracts from your rights under the Standard Terms and Conditions, the Telecommunications Act, the Trade Practices Act or any other laws.

You do not have to follow the complaint handling procedures in this Statement; you can choose to take independent action to enforce your rights. However we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

3. How Australian Telephone Networks will handle complaints

The Australian Telephone Networks complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints.

Australian Telephone Networks Customer Care will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or Australian Telephone Networks Authorised dealers and staff.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with Australian Telephone Networks Authorised dealers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within the timeframes agreed with the customer.

To provide a check on the handling of complaints Australian Telephone Networks supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by Australian Telephone Networks, with a view to understanding how we can do better; and
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.

4. How to appeal to Australian Telephone Networks senior personnel

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

5. Complaints in writing

Australian Telephone Networks prefers to deal with complaints and enquiries by telephone as this usually allows a quicker resolution. However if you wish to lodge a written complaint you can forward your correspondence to:

Australian Telephone Networks
Customer Care
P.O. BOX 554
MOUNT WAVERLEY VIC 3149

A verbal or written acknowledgement will be made within five working days after receiving your letter with a time frame for investigating your complaint and when you can expect us to get back to you.

6. Taking appeals outside Australian Telephone Networks

Australian Telephone Networks believes that its internal appeal process will provide the quickest and most effective way to resolve complaints. 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.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the Australian Telephone Networks review process before complaining to the TIO. You should note, however, that the TIO service is intended as a “last resort” for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

To lodge a complaint with the TIO you can call on 1800 062 058 or write to -

TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007