

COMPLAINT HANDLING PROCESS

Our most valuable asset is You – Our Customer. Your happiness with our Service is very important to us. We do however understand that there may be situations when you feel dissatisfied with the Service you have been provided and wish to make a complaint.

We will deal with your complaint fairly, courteously and in an expeditious manner.

HOW TO MAKE A COMPLAINT

Step One - Contact Customer Support

If you are dissatisfied with our services, then please make your dissatisfaction known either to the staff member directly involved, or if you wish to deal with a different staff member please ask to be referred to a team leader. If the Customer Support Team is not able to satisfactorily resolve your complaint you can ask for the matter to be escalated to our Resolution Team.

Step Two - Escalating the Complaint

Once the matter has been referred to the Resolution Team they will seek to obtain all the facts and circumstance pertaining to the complaint and may ask for your assistance by submitting the complaint in writing to:

- Email: complaints@iciphertel.com
- Post: PO Box 1368, BUNBURY WA 6231
- Fax: (08) 9791 4029

Included in your complaint should be the following information:

- Your customer number (if known)
- Your name
- Particulars of the complaint including dates of any correspondence with staff
- Particulars of what steps you have taken to resolve the issue in conjunction with our assistance

Letters, faxes and emails will be acknowledged within 3 working days. We will provide you with the name of the person handling your complaint and a direct means of contacting that person.

If we need to investigate your issue further we will advise you of what actions we propose to take and an estimated time frame. Should there be any changes we will advise as soon as possible.

While your issue is being investigated we will provide you with regular updates of our progress so that you are aware of what is happening with your complaint.

We will aim to resolve your issue within 30 working days of you raising it and we will fully inform you of the outcome of our investigations

Step Three - Finalising Complaint

If a total of thirty (30) working days have elapsed since you initially lodged your complaint and it has not been resolved you can request a final resolution. A final resolution will be provided within three (3) working days.

External Complaint Assistance

If you are still dissatisfied The TIO (Telecommunications Industry Ombudsman) will assist you with complaints that you have tried unsuccessfully to resolve with CipherTel.

The Telecommunications Industry Ombudsman (TIO) can assist in resolving disputes between telecommunication companies and their customers. The TIO is an independent body that provides a free service.

You can contact the TIO as follows:

- Phone: 1 800 062 058
- Fax: 1 800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>

If you have difficulties understanding English, and wish to make a complaint, please call the Translating and Interpreting Service on 13 1450 and ask for an interpreter to assist.

For communications assistance, call the National Relay Service on 13 3677.