

## Introduction

We strive to keep our customers satisfied but if for some reason we don't meet your expectations, you have the right to make a complaint. A complaint is an expression of dissatisfaction made to us in relation to our services or complaints handling process, where you expect a resolution. If it isn't clear to us, we'll ask you to clarify whether or not you wish to make a complaint.

We will use our best efforts to resolve your complaint on first contact. During the course of your complaint, we will treat you with fairness and courtesy, and resolve your complaint in an effective and efficient manner. If you would like a representative to make or handle the complaint, we can help you nominate an advocate or authorised representative.

## Making a complaint and monitoring it

To make a complaint or check the progress of one, please contact us using one of the methods shown in the table. Our complaints team is available on working days, 9am–5pm AEST. Please ask us if you need help to formulate, make or progress your complaint; especially if you have special needs, disabilities, prefer to speak a language other than English, or are suffering financial hardship.

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| Phone  | 1300 730 302  |
| Online | <a href="https://www.bordnet.com.au/contact">https://www.bordnet.com.au/contact</a> |
| Post   | PO Box 255, Fortitude Valley QLD 4006   |
| Email  | complaints@bordnet.com.au   |

If you have a hearing or speech impairment, you can contact us through the National Relay Service on 133 677. If you would prefer to speak to us in a language other than English, you can use the Translating and Interpreting Service by phoning 131 450.

If you make a complaint by phone, we will acknowledge it immediately. Otherwise, we will acknowledge it within two working days of receiving it. When we acknowledge your complaint, we will give you a unique reference number, so you can identify and check the progress of your complaint

On initial assessment of your complaint, we will check if it's urgent or about a billing error; and categorise it as a customer service, technical or third-party issue. The process for classifying complaints is based on an approach of best fit

## Complaint resolution

If we are not able to resolve your complaint on first contact, we will propose a resolution to your complaint within fifteen (or two for an urgent complaint) working days of receiving your complaint.

If we do not believe we can resolve your complaint within fifteen (or two for an urgent complaint) working days of receiving your complaint, we will advise you as soon as practicable of: The cause of the delay; The new timeframe for resolving the complaint; and The avenues for external dispute resolution, where we expect that the delay will be longer than ten working days and is not caused by a mass service disruption.

Once you accept our proposed resolution, we will implement it within ten (or two for an urgent complaint) working days unless: You agree to a different timeframe; or You fail to help to implement the proposed resolution, where you agreed or were required to help.

Please note that: We train our personnel to understand what remedies are available to resolve your complaint; We will tailor any remedy that we offer to the main cause of your complaint and, if you tell us, your individual circumstances; Complaints about billing errors will be resolved by the end of your next billing period; and If your complaint reveals a broader problem or systemic issue, we will seek to resolve the main cause of that problem or issue.

A complaint is resolved when it is brought to a conclusion, whether or not the resolution was in your favour. We will advise you of the resolution as soon as practicable after completing the investigation of your complaint. Note that the resolution of your complaint does not mean the implementation of the proposed resolution.

We may resolve your complaint on goodwill or commercial grounds, without a detailed investigation. Otherwise, we will investigate your complaint in a way that is proportionate to its seriousness. Complex complaints may take longer to investigate.

If you receive non-written confirmation from us of a resolution or proposed resolution of your complaint, and you subsequently request that confirmation in written form, we will provide it within five working days after receiving your request.

## Complaint prioritisation

We are flexible in the way we prioritise complaints because special circumstances may apply. Under normal circumstances: Urgent complaints have highest priority; Complaints involving services to customers with significant health problems, or the care of young children or who are in remote locations or who are aged are prioritised next; and Complaints that are approaching, or have exceeded maximum response times are prioritised next. We can often only know about these, or other, important factors if you tell us.

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## Complaint escalation

Your complaint may be escalated if you reasonably request it. Such a complaint is referred to more senior personnel, who will assess the reasons for its escalation and the best way to respond. Please note that if your complaint is not urgent and is already being handled according to the industry standard, escalating it won't necessarily mean its resolution will be expedited.

Your complaint will be automatically escalated if: A maximum response time has been exceeded; It becomes an urgent complaint according to the Complaints Standard; You notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution.

## Urgent complaints

A complaint you make is treated as urgent if: You have applied for or have been accepted as being in financial hardship under our Financial Hardship Policy and the subject matter of your complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship; Disconnection of a service is imminent or has occurred and where due process has not been followed; or You are a Priority Assistance Customer. Our personnel are trained to watch for these factors and must flag a complaint as urgent if any of them appear to apply.

Within two working days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be. If you accept a resolution that we propose, we will action the urgent aspects of it within those two working days if possible.

## Losing contact with you

If we are unable to contact you to discuss your complaint or advise you of a proposed resolution to it, we will write to you: Advising that we have been unable to contact you; Provide details of our contact attempts; and Invite you to contact us within ten working days or longer to discuss your complaint.

## Complaint termination

We will only close your complaint with your consent or if it otherwise allowed by an industry standard. If, after careful consideration, we reasonably conclude that: we can do nothing more to resolve your complaint; or that your behaviour or complaint is frivolous or vexatious; we may decide to stop handling your complaint. If that happens, we will advise you within five working days, of the reasons for the decision and explain your options for external dispute resolution. If you subsequently request written confirmation of these matters, we will provide it within five working days after receiving your request.

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## Advice about processes and options

We will advise you about our internal prioritisation process; our internal escalation process; and options for external dispute resolution within: Five working days, if you inform us that you are dissatisfied with the response times that apply to the handling or management of your complaint; or Two working days, if you reasonably request that your complaint be assessed and treated as an urgent complaint.

We will advise you about our internal escalation process and options for external dispute resolution, if you: Inform us that you are dissatisfied with the progress or resolution of your complaint; or Enquire about your options to pursue a complaint further.

## External dispute resolution

The following avenues for external dispute resolution are available, but may require that you first attempt to resolve it directly with us: The Telecommunications Industry Ombudsman (TIO) at 1800 062 058 or <https://www.tio.com.au/>; The consumer website of your local Office of Fair Trading; For Australian Consumer Law matters, the Australian Consumer and Competition Commission (ACCC) at <https://www.accc.gov.au/>; For Telecommunications Consumer Protections Code matters, the Australian Communications and Media Authority (ACMA) at <https://www.acma.gov.au/>; or For privacy issues, the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>.

Please note that: If you make a complaint and it hasn't been resolved with us; and you pursue external dispute resolution; we will not cancel your service for those reasons alone. We will also not start legal proceedings over a matter that has been subject to a complaint: While we are handling the complaint; Within seven working days after we advise you of the outcome of the complaint; or While the complaint is being investigated by the TIO