



PO BOX 8350
Alice Springs NT 0871
Phone: (08) 8952 9222
Fax: (08) 8952 9225

BIZCOM (NT) Pty Ltd BUSINESS & COMMUNICATION TECHNOLOGIES - ACN 062 466 693 - ABN 20 062 466 693

ACMA Carrier License Number 396

Complaint Handling Process – Summary

Our principles:

You have a right to complain and if you do, we will deal with your complaint in a fair, efficient, objective manner and through a transparent process.

We strive to solve any problems that you may have during your first contact with us.

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2012 (TCP Code) and responsibility for compliance with the process lies with our General Manager.

Free of charge:

We will not charge you for dealing with your complaint in most instances, and we will never charge you without telling you first.

We may charge you to recover our costs in very specific circumstances only, i.e. we may charge you where you request information that was collected more than the mandated government retention periods, or where you request information that is not free of charge as per our Standard Form of Agreement (SFoA) or our Critical Information Summary.

If cost recovery charges will apply, we will tell you before charging you (and you may of course choose not to pay and discontinue your complaint) and we will inform you about your options for external dispute resolution, e.g. the Telecommunications Industry Ombudsman (TIO).

How to make a complaint?

If you wish to complain, please contact us:

- Phone (08) 8952-9222 (Business Hours and After Hours)
- Email to support@aliceinternet.com.au
- Come to our Office 1A Milner Rd, Alice Springs N.T. 0870 (Please make an appointment first)

We will help you formulating, lodging and progressing your complaint if you request this.

Of course you can appoint an authorised representative or advocate to make a complaint on your behalf.



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What we will do when we receive your complaint:

We will acknowledge your complaint immediately and provide a response to you within 2 business days.

When we acknowledge your complaint we will give you a unique Job number to enable you to easily follow up on your complaint.

We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by calling us on (08) 8952-9222 during normal Business Hours and quoting the Job number.

Our goal is to always fix your problem during your first contact with us.

Sometimes this may not be possible and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 working days to investigate your problem and in this case we will explain why and give you a new expected timeframe.

If the delay is more than 10 working days (and is not the result of a Mass Service Disruption) we will also inform you about your options for external dispute resolution such as the TIO.

Once we agreed on how to fix your problem, we will implement all actions required to fix the issue within 10 working days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

What if your complaint is urgent?

Your complaint will be treated as urgent

- if you have applied for being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing, or
- if your service has been disconnected or is about to be disconnected and due process has not been followed, or
- if you are receiving Priority Assistance (e.g. because of a severe medical condition) for the service you are complaining about.

In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is a longer delay also inform you about your options for external dispute resolution such as the TIO.



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If you are unhappy with our efforts:

If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissatisfied, we will inform you about your options for external dispute resolution such as the TIO.

We will never cancel or modify your service only because you have contacted an external dispute resolution scheme.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

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>

The services of the TIO are free of charge.