

Complaint Handling Policy

At TexcelTel, we have reputation of delivering outstanding customer experiences. We always aim to provide a quick and effective resolution of your concerns and difficulties. Our customer support team can be contacted by contacting our support hotline on **1300 881 482** – 9am to 5:30pm

If our Customer Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint. You may also make a complaint in directly to Customer Care team, a specialist complaint resolutions team, by:

1- Via email: customer_care@texceltel.com

2- Fax: (02) 8211 0555

3- P.O Box R1922 Royal Exchange NSW 1225

You may nominate someone to speak to us on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint and account details with them.

What we will do next:

We will acknowledge your complaint immediately if you have lodged your complaint in person or via telephone. If you have lodged your complaint through any other channels, we will respond to your complaint within 48 hours of receiving it and provide you with an indication of how long it will take to resolve.

We aim to resolve all customer complaints within 15 working days. When you speak to us regarding a complaint, the customer support representatives will usually communicate with you directly when resolving your concerns. They may also provide you with a direct telephone number to contact them if you want to follow up with them. In all cases, however, our Customer Care Team can assist you via the contact details on your bill or at the top of this policy, if you need a further update on how your complaint is progressing.

Urgent Complaint:

Your complaint will be treated as urgent where:

- The complaint is made by a customer who has applied for or has been accepted as being in Financial Hardship under our Financial Hardship policy and where the subject matter of the complaint can reasonably be presumed to directly contribute to the Financial Hardship of that customer.
- Your service has been disconnected or is about to be disconnected and due process has not been followed, or
- You are receiving Priority Assistance (e.g. because of a severe medical condition) for the service you are complaining about.

The types of complaints above are given priority and we will work to resolve them within 48 hours. 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.

Please also note that TexcelTel do not offer the Priority Assistant Scheme.

Further Options:

If, *after* the internal escalation and complaint handling process has concluded, you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the TIO.

To lodge a complaint with the TIO you can call 1800 062 058 (1800675692 from a TTY handset) or contact them via their website <http://tio.com.au>