

This is a summary of Alltel's complaint handling process for customers and former customers who are covered by the Telecommunications Consumer Protections Code C628:2015 ("TCP Code"). It outlines how we handle complaints, and is intended especially for our past, current and prospective customers, our own staff and other interested parties.

## WHAT WE STAND FOR

As our customer or former customer, you have the right to make a complaint. If you do make a complaint, we will deal with it in a fair, efficient, objective manner and through a transparent process.

We aim to solve any problems you may have during your first contact with us about the problem.

Our complaint handling process complies with the requirements of the TCP Code and responsibility for compliance with the process lies with our General Manager.

## COSTS

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

We can charge you to recover our costs in very specific circumstances only. For example, if you request information that was collected more than 2 years ago, or if you request information that is not free of charge as per our [Standard Form of Agreement](#) or the relevant Critical Information Summary.

If cost recovery charges 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, for example the Telecommunications Industry Ombudsman ("TIO").

## HOW TO MAKE A COMPLAINT?

If you wish to complain, please contact us.

| CONTACT DETAILS |                                                                                                                                    |                                 |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Phone           | 1800 819 730                                                                                                                       | 8:00 am - 6:00pm AEST           |
| Live chat       | Go to <a href="https://www.1300numbersaustralia.com.au/">https://www.1300numbersaustralia.com.au/</a> to start a live chat session |                                 |
| Email           | <a href="mailto:complaints@1300numbersaustralia.com.au">complaints@1300numbersaustralia.com.au</a>                                 | Processed during business hours |
| Fax             | 13000 255 855                                                                                                                      |                                 |
| Posts           | Alltel PO Box 5133 Brandon Park VIC 3150                                                                                           |                                 |
| Online          | <a href="https://www.1300numbersaustralia.com.au/">https://www.1300numbersaustralia.com.au/</a>                                    |                                 |

If you call us from a landline, your call is free. Note that calling us from a mobile may be more expensive.

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. See how you can do that [here](#).

## WHAT WE WILL DO

### ACKNOWLEDGE

We will acknowledge your complaint immediately if you spoke with us over the phone. Otherwise, we'll acknowledge your complaint within 2 business days (including if you left a voicemail).

When we acknowledge your complaint we will give you a unique reference number or similar 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 our Customer Support team on 1300 255 855 (press Option 2).

### SOLVE

A complaint is resolved when it is brought to a conclusion in accordance with the TCP Code (whether or not in your favour).

Our goal is to always fix your problem during your first contact with us. This is not always possible so we may need to investigate the matter. We'll agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and will advise you accordingly within 15 business days of receiving your complaint.

Occasionally it may take longer than 15 business days to investigate properly; in this case we will explain why and give you a new expected timeframe. If the delay is more than 10 business days (and is not the result of a Mass Service Disruption) we'll also tell you about your options for external dispute resolution (such as the TIO).

Once we've both agreed how to solve your concern, we'll implement all actions required to fix the issue within 10 business days, unless you agree 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 only if:

- You've submitted an application to us as per our [Financial Hardship policy](#) and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing.
- Your service has been disconnected or is about to be disconnected and due process has not been followed.
- You receive Priority Assistance (for example, because of a severe medical condition) for the service you're 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 business days. If there's a delay, we'll explain why and provide you with a new expected timeframe. If the delay is more than 10 business days (and is not the result of a Mass Service Disruption) we'll also tell you about your options for external dispute resolution (such as the TIO).

### IF YOU'RE 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 your service only because you have contacted an external dispute resolution scheme.

### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you.

Note that the services of the TIO are free of charge.

#### TIO CONTACT DETAILS

|        |                                                                                   |
|--------|-----------------------------------------------------------------------------------|
| Phone  | 1800 062 058                                                                      |
| Fax    | 1800 630 614                                                                      |
| Online | <a href="https://www.tio.com.au/complaints">https://www.tio.com.au/complaints</a> |