

# COMPLAINT HANDLING PROCESS



## 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 you may have during your first contact with us.

Our complaint handling process complies with the requirements of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 and responsibility for compliance with the process lies with our Chief Executive Officer. Furthermore, we will not charge you for dealing with your complaint; the process is free for consumers to use.

## CUSTOMER SUPPORT

Contacting our Support Team is the fastest and most efficient way to get issues with your service resolved. Our representatives should be able to assist with any queries or difficulties you may have; in the event you are not satisfied with their counsel, you may call upon a supervisor.

FuzeNet Support staff can be contacted by the following means:

**Email:** [support@fuzenet.net.au](mailto:support@fuzenet.net.au)  
**Phone:** 1300 881 917 (select option 4)\*  
**Monday to Friday 8am - 8pm**  
**Saturday & Sunday 10am - 6pm (All AEST)**  
**Mail:** PO Box 557, Gladesville NSW 1675  
**Online:** [www.fuzenet.com.au](http://www.fuzenet.com.au) - input name, email and select 'support' department in the 'Chat' tool (bottom right corner)

## MAKING A COMPLAINT

If your issue has not been resolved by our Support Team, you are entitled to lodge a complaint. You can do so by the following means:

**Email:** [complaints@fuzenet.net.au](mailto:complaints@fuzenet.net.au)  
**Mail:** PO Box 557, Gladesville NSW 1675  
**Online:** [www.fuzenet.com.au](http://www.fuzenet.com.au) - using 'Chat' tool, establish that you wish to lodge an official complaint  
**National Relay Service: TTY/Voice 133 677**  
**Speak & Listen 1300 555 727**

If requested, we will help you with formulating, lodging and progressing your complaint. This may be necessary for consumers with a disability, those who are suffering financial hardship or are from non-English speaking background.

Of course you can also appoint an authorised representative or advocate to make a complaint on your behalf. For help with how to appoint an authorised representative, please go to:

[www.fuzenet.com.au/support/policies](http://www.fuzenet.com.au/support/policies) and fill in the Appointment of Authorised Representative form and email to us at [service@fuzenet.net.au](mailto:service@fuzenet.net.au).

\* If you are calling us from a landline, your call is billed at the cost of a local call. Calling us from a mobile may be more expensive.

## WHAT WE WILL DO:

### ACKNOWLEDGEMENT

Where you have made contact to express dissatisfaction through phone, email, letter or online, our team will clarify whether you wish to lodge an official complaint. We will then acknowledge that we have received your complaint (via email or phone) and confirm that it has been escalated to our Internal Complaints Department.

As part of this acknowledgment, we will also give you a unique reference number or similar to enable you to track and easily follow up on your complaint. We will also give you an indicative time frame for resolving your complaint; for example, typically a complaint will have been looked at within 4 business hours of it being made over the phone.

If you have lodged your complaint via email or letter outside our office hours, then we will acknowledge your complaint within 2 working days of its lodgement.

### RESOLUTION

The Internal Complaints Department will investigate your complaint, devise a solution, contact you and propose that solution. This proposal will also be sent in writing within 5 working days.

If we are unable to get through to you, an email will be sent advising you of this; detailing our contact attempts and providing an invitation to contact us and discuss the complaint within a specific time frame of no less than 10 working days from the date of that invitation.

If we are successful in making contact, you will be asked to confirm whether you are satisfied with the proposed resolution (e.g providing a credit to your account). If so, the agreed actions required to fix the issue will be implemented within 10 working days of the proposal being agreed upon (unless our agreement dictates otherwise or we require something from you in order to proceed). You will then be notified in writing when the agreed resolution has been implemented and the complaint has been officially closed.

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In the event that you are not happy with the outcome of the investigation, you can request that we escalate the complaint at any time. The Internal Complaints Department will refer your case on to the Customer Service Manager for them to engage in further action and communication with you. If a resolution is not agreed upon within 2 business days of that referral, the Customer Service Manager will escalate the issue to the General Manager.

If the reasons behind our inability to resolve an issue stem from what we deem to be frivolous or vexatious behaviour on your part, we will advise you of this and outline that there is nothing more we can do to assist you. If applicable, this will be explained in writing within 2 working days of the issue being escalated to our General Manager, at which point you may refer the matter to TIO.

Indeed, if any case cannot be resolved internally, said case may be referred to the Telecommunications Industry Ombudsman (TIO) for external dispute resolution. Your telecommunications service cannot be cancelled for the sole reason that you were unable to resolve the complaint directly with us and you pursued options for external dispute resolution.

## FURTHER INVESTIGATION

Sometimes complaints will require further investigation and take longer to resolve. 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 time frame.

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.

## WHAT IF YOUR COMPLAINT IS URGENT?

When a complaint can be justifiably characterised as 'urgent', we will agree to complete the above handling process; from acknowledgment of the complaint all the way to full implementation of its agreed solution; within 2 working days of the complaint being lodged. A complaint will be treated as urgent under the following circumstances:

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- If you have applied for being in financial hardship under our Financial Hardship Policy (found at <http://www.fuzenet.com.au/support/policies>) and the issue about which you are complaining 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
- if you are receiving Priority Assistance (e.g because of a severe medical condition) for the service
- you are complaining about

If there is a delay in the resolution of an urgent complaint, within 2 business days we will provide a written explanation as to why this is and provide you with a new time frame; if it is a longer delay, we will also inform you of your options for external dispute resolution such as the TIO.

## 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:** [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

The services of the TIO are free of charge.