

## COMPLAINT HANDLING POLICY

### Introduction

Alltel is dedicated to providing exceptional customer service and maintaining a healthy customer relationship. Therefore, the Alltel complaint handling policy has been designed to ensure all complaints are handled as efficiently and as effectively as possible.

The following outlines our policy and procedure for the handling of verbal & written complaints.

### Alltel's Customer Service Guarantee

Alltel strives to provide the best customer experience and is committed to addressing our customers' concerns appropriately.

Alltel's ability to provide the best service can, however, be affected by factors beyond our control. If Alltel has failed to meet your expectations, we welcome your feedback by following the process outlined below.

We will do everything reasonably possible to make your Alltel experience a positive and pleasant one.

### Making and Lodging a Complaint

Customers have the right to express complaints and grievances to Alltel Pty Ltd in writing and lodged by post, fax or email to the following address:

Alltel Pty Ltd  
ATTN: Customer Care  
PO BOX 5133  
Brandon Park VIC 3150  
  
FAX: 1300 255 855  
EMAIL: [support@alltel.com.au](mailto:support@alltel.com.au)

Please note that the complainant must be listed as an authorised contact on the customer account.

### Information to Include in your Complaint

When lodging a written complaint, it is important that the following information is included to assist Alltel Pty Ltd staff in providing you with a prompt response and resolution:

- Your/the account holder's full name;
- The full business or entity name & registration number;
- The Alltel account reference number (which can be found on your account statement)
- A daytime contact phone number & best contact time(s);
- Details of the complaint, including dates, times and the name of any staff member(s) spoken to;
- Copies of any relevant documentation including emails, account statements, faxes, etc;
- Signature of the account holder.

## Handling your Complaint

Upon receiving a verbal or written complaint, Alltel will acknowledge your matter in writing within 3 business days.

You will be provided with the name and contact details of the Alltel staff member who will personally deal with your complaint.

A record of all written complaints received will be filed in your customer file.

If it is necessary to carry out any inquiries arising from a complaint, your assigned Alltel staff member will provide you with the following information:

- Who will conduct the inquiries
- When you may expect a response
- Keep you informed of our progress

Please note that to efficiently investigate a response, we may be required to communicate the details, nature and the personal information surrounding your complaint to related suppliers, regulators and authorities in line with our Privacy Policy, which can be found on the Alltel website [www.alltel.com.au](http://www.alltel.com.au)

Alltel will aim to resolve all complaints within 10 business days of receiving notice.

If your complaint is not resolved within that period, you will receive a response in writing with a proposed course of action and where appropriate, together with notification of the outcome of any inquiries.

## Escalation Process for a Complaint

### First Escalation Point

If you are not satisfied by our initial response to a complaint, you may contact our Customer Service Manager, who will provide an independent review and report of your complaint and an additional point for personal contact.

### Second Escalation Point

In the unlikely event that you are dissatisfied with the outcome of your complaint and Alltel's internal efforts to resolve your grievance, you may contact the following agencies:

- Telecommunications Ombudsman; or
- The Australian Communication and Media Authority; or
- The Australian Competition and Consumer Commission, for trade practices issues.

## Changes to this Complaint Handling Policy

Alltel may make changes to this Complaint Handling Policy from time to time. The latest version of this policy will always be published on the Alltel Pty Ltd websites.

## How to Contact Us

Further information regarding this Complaint Handling Policy may be obtained by contacting Alltel Pty Ltd in any of the following ways:

Telephone: 1300 255 835

Email: [support@alltel.com.au](mailto:support@alltel.com.au)

Post: P.O. Box 5133, Brandon Park, VIC 3150