

COMPLAINT HANDLING PROCESS SUMMARY

This is a summary of Alltel's complaint handling process for customers and former customers who are covered by the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 (Complaints Standard).

It outlines how we handle complaints and is intended especially for our past, current and prospective customers, our own staff, other telcos involved in our supply chain, and other interested parties.

This CHP is available on our website. We will send you a direct link to the CHP as soon as is practicable after you inform us that you wish to make a complaint or if you ask for it.

WHAT WE STAND FOR

We will use our best efforts to resolve your complaint during your first contact with us about the problem. If we are unable to resolve the issue immediately, we will offer a solution for your complaint within 15 business days of receiving it.

Our complaint handling process complies with the requirements of the Telecommunications Industry Standard 2018 and responsibility for compliance with the process lies with our General Manager.

Please note, Alltel's Answering Services are not covered by the Telecommunications Industry Standard 2018. Nevertheless, we will respond to complaints regarding these services following the same process as per the requirements of the Standard.

COSTS

Our complaints process is free to use.

HOW TO MAKE A COMPLAINT?

If you wish to complain about any of our services, please contact us.

CONTACT DETAILS		
Phone	1800 819 730	8:00 am - 6:00pm AEST
Live chat	Go to www.alltel.com.au to start a live chat session	
Email	complaints@alltel.com.au	Processed during business hours
Fax	13000 255 855	
Posts	Alltel PO Box 5133 Brandon Park VIC 3150	
Online	http://www.alltel.com.au/contact-us	

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](#).

COMPLAINT HANDLING PROCESS SUMMARY

WHAT WE WILL DO

ACKNOWLEDGE

We will acknowledge your complaint immediately if you spoke with us over the phone. We will acknowledge your complaint via email within two business days whichever of the above means is used to contact us.

In the email acknowledgement of your complaint we will give you a unique reference number to enable you to easily follow up on your complaint. You can follow up on your complaint by calling our Customer Support team on 1300 255 855 (press Option 2) or via email to the same address you received your complaint acknowledgement..

ASSESS

On initial assessment, we will:

- Identify and flag an urgent complaint
- Categorise your complaint according to our standard categories

SOLVE

A complaint is resolved when it is brought to a conclusion in accordance with the Telecommunications (Consumer Complaint Handling) Industry Standard 2018 (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 and we may need to investigate the matter further. We will then focus on finding the optimal solution for you and the situation within 15 business days.

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).

The solution we offer will be tailored to you so that, as far as practicable, it addresses the main cause of the complaint. If the complaint is indicative of a broader problem or systemic issue, we'll seek to resolve the main cause of the issue.

We will notify you of our decision about your complaint as soon as practicable after our investigation is complete. Once we've both agreed to the proposed solution, 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).

COMPLAINT HANDLING PROCESS SUMMARY

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.

Please note, Alltel Answering Services are not covered by the Telecommunications Industry Standard and therefore are not within the jurisdiction of the TIO.

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

UNREASONABLE COMPLAINT PROCEDURE

If we consider that we can do nothing more to resolve your complaint or assist you, or your behaviour or complaint is frivolous or vexatious, we may decide not to deal further with your complaint.

We won't do that without careful consideration, appropriate internal escalation and acting reasonably.

We will advise you of the reason for our decision and your options for external dispute resolution within five days of making that decision. We will provide this in writing.

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.

You may escalate a complaint to the TIO after we have been given a reasonable opportunity to resolve it.

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

Please also note that Alltel Answering Services are not covered by the Telecommunications Industry Standard and therefore not within the jurisdiction of the TIO.

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint