

Complaint Handling Procedure

Introduction

1.1 It is our aim to provide a high level of customer service including the handling of complaints. A complaint is any expression of dissatisfaction or grievance regarding any Telecommunications activity of Voicetalk. This statement incorporates an outline of our procedures for the handling of verbal and written customer complaints in relation to our products and services.

Your Legal Rights

2.1 Nothing in this Statement of Customer Service Standards limits or detracts from your rights under the terms and conditions of our standard customer agreement with you, the Telecommunications Act, the Trade Practices Act, the Privacy Act or any other laws.

2.2 You do not have to follow the complaint handling procedures in this Statement.

2.3 You are always free to take independent action to enforce your rights.

2.4 However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

2.5 How we handle complaints

2.6 We aim to provide an efficient, fair and accessible mechanism for handling customer complaints.

2.7 Our Customer Service Consultants will be your single point of contact within Voicetalk Pty Ltd whether you wish to register a complaint about technical difficulties, billing problems, our dealers or our staff.

2.8 Our aim is to ensure that our complaint handling process is easily accessible to all customers. This includes people with disabilities and people with special needs, including those from non-English speaking backgrounds.

2.9 We will, where requested, provide you with reasonable assistance in formulating and lodging a complaint and with details of the information we will require to progress your complaint.

2.10 You can contact our Customer Service using any of the following methods:

E-mail: contact@voicetalk.com.au

Website: www.voicetalk.com.au

Customer Service Phone: 1300 835 262

Customer Service Fax: 1300 733 393

2.11 A verbal or written acknowledgment will be made within 5 working days of receipt of your complaint with a time frame for investigating your complaint and when we will next contact you.

2.12 Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy.

2.13 Each person you deal with will identify himself or herself so you know with whom you are speaking.

2.14 When you log a complaint a reference number will be allocated to you to allow you to make inquiries regarding the progress of your complaint.

2.15 Our Customer Service Consultants have the training and authority to deal with most of the problems or enquiries that a customer may have "on the spot". Those of a complex nature will be escalated to a senior manager for resolution.

2.16 Where possible, we will target to resolve your complaint within 48 business hours of your call. If we cannot resolve a complaint within 48 hours of your call, we will, wherever possible, advise you at the time you make a complaint or within 5 working days of you making a complaint, of the complexity of the investigation your complaint will require and a time frame for the possible resolution of your complaint.

2.17 Our aim is to resolve complaints as soon as we can after receiving them. In most cases, we will resolve and finalise your complaint within 30 calendar days. In some cases, the circumstances or complexity of the complaint may mean that it will not be possible to finalise your complaint within a 30-day time frame.

2.18 Where more than 30 days is required to finalise your complaint, we will provide you with regular updates on the progress of your complaint and the likely time frame for finalising your complaint.

2.19 We will advise you of the outcome of our investigation of your complaint. If you request, we will do this in writing.

2.20 We will not demand payment of genuinely disputed amounts where a complaint is being investigated.

2.21 We do however require payments within our advertised payment terms of any amount not in dispute.

Review of our Complaints Handling Policy

3.1 We will review our complaint handling process at least once every two years to ensure that it is delivering fair and reasonable outcomes, and where necessary we will make amendments to our complaints handling policy based on these reviews.

3.2 We will update this document, which sets out our policy and procedures for handling of customer complaints, to reflect any changes to the complaint handling process.

Taking Appeals Outside Voicetalk Pty Ltd

4.1 We believe that our internal appeal process will provide the most effective and quickest way to resolve complaints.

4.2 However if you are not satisfied with our review of your complaint or with the way in which we have handled the complaint you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

4.3 You can refer a complaint to the TIO at any time.

4.4 You do not have to go all the way through our review process before approaching the TIO.

4.5 You should note however that the TIO service is intended as a "last resort" to telephone subscribers with complaints. The intention of the policy is that we try to settle the issue before it is taken to the TIO.

4.6 To lodge a complaint with the TIO you can call 1800 062 058 or contact the TIO in writing at:

TIO National Headquarters
PO Box 276 Collins Street West
MELBOURNE VIC 8007

4.7 You may also lodge your complaint on-line with the TIO.

The TIO website address is www.tio.com.au

4.8 If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the Australian Communications & Media Authority (ACMA).

The website address is www.acma.gov.au