

Complaints Handling Policy

With effect from: 13 January 2023

Introduction

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

Our Complaints Goal

As our customer, or former customer, you have the right to make a complaint. Our goal is to keep our customers satisfied, which means as few complaints as possible, and that any complaints that do arise are dealt with openly, fairly and promptly.

To support that goal, our complaints process is approved by our Managing Directors, who are responsible for ensuring its implementation, operation and compliance in accordance with Chapter 8 of the TCP Code and ACMA's Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

In dealing with you about complaints, we will use everyday language. |

Our Contact Details

You can contact us any of the following ways:

Phone 02 8660 1390

Email support@bigpurplephone.com.au

Live chat www.bigpurplephone.com.au

Mail 10 Walker Street, Bowral NSW 2576

Our office hours are 9am to 5pm AEST, Monday to Friday

Resolving Complaints

A complaint is resolved when it is concluded in accordance with the TCP Code (whether or not it is in your favour). When we propose a resolution to you, we are suggesting how to solve your complaint. We aren't required to action that proposed resolution unless and until you accept it. If you do accept our proposed resolution, we are allowed a period of time to action it - see Response Times below. When your complaint is

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resolved, we must advise you accordingly.

Actioning a resolution

We will action an agreed resolution within ten working days unless:

- we agree otherwise with you; or
- you have not done something that is necessary for us to do our part.

Accessing our complaints process

You can call contact our Customer Care Team – see Our Contact Details above.

Making a complaint

You can make a complaint by letter, telephone, online or email. Please see Our Contact Details above.

When you make a complaint, you will be given a unique reference number and you can use that number should you need to follow up on the complaint.

If you need assistance

We will assist you to formulate, lodge and progress a complaint if you need help, especially if you have a disability, or are experiencing hardship and or if you have difficulties communicating in English, we can arrange for a translation service to be available to you.

Other ways that we can assist you with your complaint are:

- write or email your request to an address in Our Contact Details above; or
- contact us through your Authorised Representative or Advocate (see Authorised Representatives and Advocates below); or
- contact us via the National Relay Service on 133 677; or
- contact us via the Translating & Interpreting Service on 131 450.

Our Customer Care staff will be very happy to assist you to resolve your complaint.

Authorised Representatives and Advocates

An 'Authorised Representative' is a person you have appointed and delegated to deal with us on your behalf and had some authority over your account. An 'Advocate' is a person you have appointed to deal with us, on your behalf, but without any authority over your account. You can make a complaint through an Authorised Representative or an Advocate.

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Response Times

While we will strive to solve your complaint as soon as practicable, we are committed to certain maximum response times.

Acknowledgement

- a. If you make a complaint in person or by telephone to a 'live' staff member, we will acknowledge it immediately.
- b. If you make a complaint by email, or through our website or another customer service website we approve, or by paper post, or by telephone message recording system, we will acknowledge it within two working days of receipt.
- c. When we acknowledge your complaint, we will give you:
 - i. an indicative time frame to resolve the complaint (when possible); and
 - ii. information on how to obtain this Complaint Handling Process Summary

First contact resolution

Whenever possible, we will strive to resolve your complaint on first contact.

Proposing a resolution

If we do not believe we can resolve your complaint within 15 working days (or two working days for an urgent complaint (see Urgent Complaints)) we will advise you within those periods:

- a. why there is a delay;
- b. the timeframe that will apply; and
- c. if we expect resolution to require more than 9 more working days, of your options for external dispute resolution (except if the delay is because of a declared mass service disruption).

Otherwise, we will propose a resolution within 15 working days (or two working days for an urgent complaint).

Dealing with You and Your Complaint

Standards

Your complaint must be resolved objectively, efficiently and fairly and our staff must treat you courteously. Likewise, we expect you to treat our staff courteously.

The minimum performance standards of complaint management, complaint analysis, resourcing and record keeping are detailed in ACMA's Telecommunications (Consumer

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Complaints Handling) Industry Standard 2018, and we will comply with those standards.

Internal investigations

- a. We may resolve a complaint on goodwill or commercial grounds, without a detailed investigation.
- b. Otherwise, we will investigate your complaint in a way that is proportionate to its seriousness.

Internal prioritisation

We are flexible in the way we prioritise complaint processing, because special circumstances can apply. In normal circumstances:

- a. Urgent complaints (see Urgent complaints below) have highest priority.
- b. Complaints involving services to customers with significant health problems, or the care of young children, or who are in remote locations, or who are aged are prioritised next.

Complaints that are approaching or have exceeded maximum response times are prioritised next.

Internal escalation

- a. We have an internal escalation process, and your complaint will be escalated and managed accordingly if you request it.
- b. For your information, internal escalation and management may not accelerate resolution if the complaint is not urgent and its processing already meets the applicable standards and is within the permitted maximum response time/s.
- c. A complaint will be automatically escalated if:
 - a maximum response time has been exceeded;
 - it becomes urgent you notify us of another factor that increases the seriousness or your complaint, or the need for expedited resolution.
- d. You can request escalation through any of the contact channels through which you can lodge a complaint.

Appropriate resolution

We will resolve your complaint appropriately and:

- a. we ensure that our Customer Care staff are trained to understand the potential remedies available to resolve complaints; and
- b. any remedy we offer will be tailored to the root cause of the complaint, and to your circumstances (if you have told us about them); and
- c. our Customer Care staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause; and

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- d. we will resolve billing errors in the current billing period, or if the complaint is within 10 working days of the due date, the issue will be resolved in the next billing cycle..

Advising you of resolution

As soon as practicable after we finish investigating your complaint, we will advise you of the resolution via the channel that you made the initial complaint (unless you have advised us accordingly).

Credit management action suspended

We will not take credit management action over a disputed amount if you have made a complaint and we know:

- a. it has not been resolved to your satisfaction; and
- b. it is being investigated by us or the TIO or some other recognised third party.

Legal action delayed

We will not start legal proceedings over a matter that has been subject to a complaint:

- a. while we are handling the complaint internally; or
- b. within seven working days after we advise you of the outcome of the complaint.

Urgent complaints

When we treat a complaint as urgent

We treat a complaint as urgent when you have applied for or have been accepted as being in financial hardship under our Financial Hardship Policy and the subject matter of your complaint can be reasonably be presumed to directly contribute to or aggravate your financial hardship; or disconnection of a service is imminent or has occurred and where due process has not been followed.

Our Customer Care staff are trained to watch for these factors and must flag a complaint as urgent if any factors apply. After that, the complaint will be managed under Dealing with You and Your Complaint

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How urgent complaints are treated differently

Within two working days of acknowledging your urgent complaint, we will either:

- a. propose a resolution; or
- b. advise you why there will be a delay and how long it is likely to be. If you accept a resolution that we propose, we will action the urgent aspects of it within those two working days if possible.

Delays

We will advise you of any delays to indicated timeframes.

Monitoring the Progress of Your Complaint

You can monitor the progress of your complaint by calling Customer Care and quoting a unique reference number or your phone number.

Closing Your Complaint

We only close a complaint if you agree; or if the TCP Code and ACMA's Telecommunications (Consumer Complaints Handling) Industry Standard 2018 otherwise allows us to.

Consumer Focus

We strive to keep our Complaints process easy to use and focused on you, our customer. Please let us know how we're doing. You can leave feedback

- with the Customer Care staff who assisted you; or
- with their supervisor - just ask to be transferred; or
- by any of the contact numbers and addresses in Our Contact Details (see above)

Continuous Improvement

We monitor complaints continuously and when we identify any emerging issues, we aim to rectify the issues promptly.

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Charges for using our complaints process

Mainly, our complaints process is free. The only charges may be:

There may be a normal cost for calls to our customer care number. But please note that if you call our number from a service provided by another provider (e.g. a mobile service that we do not provide to you) the other provider may charge you at its normal rates for calling our number.

There may be a cost recovery charge for providing information that we collected about you more than two years earlier. But before we charge that, we will tell you about it and give you the option of continuing the complaint (and paying the charge) or discontinuing the complaint, and we will tell you about options for external resolution of your complaint.

There may be a cost recovery charge for providing information in a form or quantity that our Standard Customer Terms or our Critical Information Summary state will not be provided at no charge. But before we charge that, we will tell you about it and give you the option of continuing the complaint (and paying the charge) or discontinuing the complaint, and we will tell you about options for external resolution of your complaint.

Copies of this Policy are available free of charge by download from our website and if you do not have easy internet access, we will offer you a hard copy, also free – see Our Contact Details above for ways to contact us.

External dispute resolution

Options

The following external dispute resolution bodies may be able to assist with your complaint, but may require that you first attempt to resolve it directly with us:

the Telecommunications Industry Ombudsman (TIO) - www.tio.com.au;

the Office of Fair Trading in your State or Territory - visit your State or Territory consumer website.

for Australian Consumer Law matters, the Australian Consumer and Competition Commission (ACCC) - www.accc.gov.au;

for Telecommunications Consumer Protections Code matters, the Australian Communications & Media Authority (ACMA) - www.acma.gov.au;

for privacy issues, the Office of the Australian Information Commissioner (OAIC) - www.oaic.gov.au.

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Limit on cancelling service

If you make a complaint; and

it hasn't been resolved with us; and
you pursue external dispute resolution, then
we must not cancel your service for those reasons alone.

Customer service

We have an Australian-based team who can help you with any technical support, account or sales questions. Please see below for how to get in touch with us.

Further information

If you are not happy with your service, you can follow our Complaints Handling process (this document).

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.

How to get in touch with us?

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We update our policies from time to time. If you are reading a printed copy of this document, please refer to the Policies section our website to ensure you have the latest version.

This document should be read in conjunction with our Standard Terms and Conditions which can be found under Policies on our website <https://bigpurplephone.com.au/pages/policies>.

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