

This policy is set out to outline the process for handling complaints at Spacetalk Mobile.

It has been written in accordance with the requirements of the Telecommunications Consumer Protections Code and Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

Here at Spacetalk Mobile, we understand the rights of our current and former customers to make complaints. We also recognise the rights and abilities of our customers to accept or decline resolutions we put forward before we take any action.

Our complaints policy provides the following:

- Information and assistance for current and former Spacetalk Mobile customers on how to make a complaint and how to monitor the progress of a complaint.
- Information on how Spacetalk Mobile handles and investigates complaints.

Where To Make a Complaint:

Contact	Details
Online Chat	spacetalk.co/mobile
Email	mobilesupport@spacetalk.co
Post	Spacetalk Mobile Australia, Level 2, 104 Frome Street, Adelaide SA 5000
Non-English speaking	Contact via https://www.tisnational.gov.au/

How we will help:

We will take all reasonable steps to ensure your complaints are investigated and a formal response will be provided to you, within a reasonable time, considering the circumstances of your complaint.

If any corrective action is determined to be required, because of that investigation, we will take all reasonable steps to rectify the situation and advise you of such, again within a reasonable time considering the circumstances.

We will help you with compiling, lodging, and progressing your complaint if you require assistance with this. If you have any special needs or a disability, we will work with you to support you throughout the claims process. If you come from non-English speaking background you can contact us using a language interpretation service, although you may incur fees when engaging a third party to assist you. If you have other specific concerns (such as financial hardship) please let us know when you contact us so we can determine how to best deal with your complaint.

Complaints process:

Our customer service representatives and managers have the training and authority to resolve most of the queries experienced by our customers in real time at the first point of contact. However, there may be instances where complaints may be escalated to other departments to help provide a complete resolution.

If you feel your complaint needs to be addressed by our team, please reach out to us via the details above. We will refer your case to an appropriate staff member and provide a response to your complaint within 10 business days.

You can appoint an Authorised Representative to make a complaint and communicate with us on your behalf. For help with you to appoint an Authorised Representative, please contact Spacetalk Mobile customer support at mobilesupport@spacetalk.co.

We will acknowledge your complaint immediately with a ticket number.

While our team investigate your complaint, we will provide regular updates on the progress of your enquiry so that you're kept informed of how everything is being addressed. You can enquire about its progress at any time. You'll be assigned a ticket with reference number when you first reach out to us which you can quote when enquiring about your issue.

Spacetalk Mobile customer support will advise you by email of the outcome of your complaint as soon as a resolution is complete. If any corrective action is determined to be required, we will take all reasonable steps to rectify the situation as quickly as possible.

External complaints:

If you are not satisfied with the outcome of your complaint or with the way in which we have handled the matter, you may contact the Telecommunications Industry Ombudsman (TIO) to assist you. Please note, Spacetalk Mobile need to be given an opportunity to resolve your complaint before the Telecommunications Industry Ombudsman (TIO) will investigate your complaint.

The Telecommunications Industry Ombudsman (TIO)'s website is <http://www.tio.com.au> and contact details can be found below:

Phone: 1800 062 058

Postal Address: PO Box 276, Collins Street West Vic 8007

National Relay Service: 1800 555 677 then ask for 1800 062 058

Fax: 1800 630 614