

Introduction

Axecom is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from management down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of Axecom, you are entitled to make a complaint to us. This is a summary of our complaint handling process 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 especially for our past, current and prospective customers, our own staff and other interested parties.

Please Contact Us

If you have a complaint regarding Axecom please contact us on (03) 9081 9842 or email us at customercare@axecom.com.au. Our operating hours of business are Monday to Friday (excluding Victorian public holidays) 9:00am - 5:30pm AEST. The earlier you contact us the earlier we will be able to discuss your complaint and resolution.

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly reviews of our complaints so that we can improve our standards of customer service.

Resolving Complaints and Actioning a resolution

A complaint is resolved when it is brought to a conclusion in accordance with the TCP Code (whether or not 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. When your complaint is resolved, we must advise you accordingly.

We will action an agreed resolution within 10 working days unless:

- a) We agree otherwise with you; or
- b) you have not done something that is necessary for us to be able to action the resolution.

Handling your complaint

- If you make a complaint in person or by telephone to a 'live' staff member we will acknowledge your complaint immediately.
- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, or where you are receiving Priority Assistance (eg. for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 15 calendar days.
- Complex complaints may take longer than 15 business days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

When we treat a complaint as urgent

A complaint you make is treated as urgent if 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 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; or you are a Priority Assistance Customer (under the Priority Assistance for Life Threatening Medical Conditions Code) and the complaint relates to the service for which you receive Priority Assistance.

Step 1

If you have a complaint regarding any aspect of your account or dealings with Axecom, we urge you to telephone our customer service department in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact.

You will be charged at a local call rate. If you prefer to put your complaint in writing, we will respond to your email and will confirm any details in writing if you request us to do so within the timeframe outlined above.

If required, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for the procedure and form to appoint an authorised representative or advocate. When you discuss your complaint with Axecom we can assist you to clarify and formulate the complaint.

You can also make a complaint using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to submit a complaint.

Step 2

Complaints made to Axecom are overseen by our customer service management. After a complaint is made, if it is not immediately resolved, we may need to investigate. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

INTERNAL ESCALATION: If you are not satisfied with the response tendered to you, you may ask the customer service management to escalate your complaint to senior management directly. If so, we will make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step 3

When your complaint is resolved, we will confirm this with you within 10 business days.

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 recognized 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.

If your complaint is not resolved to your satisfaction by Axecom, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies:

TIO- Telecommunication Industry Ombudsman

The Telecommunications Industry Ombudsman ("TIO") is an alternative dispute resolution scheme for residential and small business consumers in respect of disputes. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly.

The TIO seeks the co-operation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable. To lodge a complaint with the TIO you can visit <http://www.tio.com.au/> or call 1800 062 058.

What kind of complaints can the TIO deal with?

The TIO deals with complaints about telecommunications services. Some of these include billing problems, telephone faults, poor customer service, mobile phone contract problems and Internet access difficulties.

When should I go to the TIO?

If you have a complaint about your phone or internet, the first step you should take is to contact us and try and resolve it directly. Usually the problem can be resolved at this stage. However, if you are unhappy with the resolution of the problem, you can make a complaint to the TIO. The TIO service is free. There is no charge to have a complaint investigated by the TIO.

How do I contact the TIO?

If you don't speak English, you can call the Commonwealth Government's Translating and Interpreting Services on 131 450 and ask to be put through to the TIO. The TIO pays for the cost of using the interpreter service. The TIO also has fact sheets available in different languages.

Other External Dispute Resolution Options

OFFICE OF THE FEDERAL PRIVACY COMMISSIONER

The Office of the Information Commissioner can assist you with all matters related to privacy. To lodge a complaint you can call 1300 363 992 or visit <http://www.oaic.gov.au/>.

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

- The Fair Trading office in your state or territory
- The Australian Consumer and Competition Commission (ACCC) www.accc.gov.au
- The Australian Communications & Media Authority (ACMA) www.acma.gov.au and/or
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution

AXECOM CONTACT DETAILS

Customer Care Phone: 1300 81 67 67

Customer Care Email : customercare@axecom.com.au

Customer Care Postal Address: PO Box 1326 St Kilda VIC 3182