

Complaints Handling Policy

Introduction

This is a summary of our complaints handling process. If you are dissatisfied with the performance of a product or the service we provide you have the right to make a complaint. Our complaints handling process is intended to:

- be accessible, transparent and easily understood;
- be free of charge; and
- provide courteous, timely and fair resolution of complaints.

Making a complaint

You can contact Breeze Connect to lodge a complaint using any of the methods outlined below. If you are not contacting us by phone, please let us know the reason for your complaint, your account number and how we can contact you.

Give us a call

Call us on **1300 127 339** (or **+61 8 7078 5300** if you're overseas). We're open Monday to Friday from 9am to 6pm (Melbourne time) except for national public holidays.

Send us an email

You can contact us via email at help@breezeconnect.com.au.

Use our online form

You can contact us by filling out our online contact form at breezeconnect.com.au/contact-us.

Write to us

You can contact us via post by addressing your letter to: General Manager, Breeze Connect, 165-187 Franklin Street, Adelaide SA 5000.

Getting help making a complaint

We can work with you to help you compile, lodge and progress your complaint if you ask us.

If you need help or support to make your complaint you can also nominate an authorised representative (someone you give us permission to speak with regarding your complaint) or appoint an advocate (someone authorised to deal with us on your behalf but only while you are present) to complain on your behalf.

How we handle your complaint

Complaints are different from ordinary support cases however we do handle all correspondence using a ticketing system. This allows us to avoid confusion by better tracking our communications with you and keeping a record of any actions taken.

If you have expressed dissatisfaction when lodging a support ticket with us, we will confirm if you are making a complaint.

If you contact us by phone, the person with whom you make contact will try their best to resolve your complaint "on the spot" however this may not always be possible. If we are unable to resolve your

complaint on the first call we will create a ticket to track your complaint and provide you with the reference number.

If you do not contact us by phone then we will create a ticket to track your complaint and provide you with a reference number and an initial response to your complaint within 2 business days.

We will advise you of our proposed resolution as soon as possible following our investigation but no later than 10 business days from the date the complaint is received by us.

We will resolve your complaint within 10 business days from the date we reach agreement with you on the solution.

Please note that Business Days for the purpose of this policy are Monday to Friday and do not include National or Melbourne State Public Holidays.

Exceptions

In some extreme cases we may not be able to provide a resolution within the above timeframes. If this is the case, we will advise you of the expected timeframe for a resolution (where possible) and the reasons why the resolution has been delayed. If the anticipated delay will be more than 10 working days we will also provide you with options for external dispute resolution.

Urgent complaints

We understand that all customers consider their complaint to be in some way urgent and we aim to provide a speedy resolution in all cases. However, some complaints by definition are more urgent than others as they may involve the customer being in a vulnerable position (for example financial hardship or where a service has been disconnected or disconnection is imminent). If these circumstances apply to your complaint you should notify the person handling your complaint so that resolution of your complaint can be prioritised.

If your complaint is of an urgent nature, we will endeavour to propose a resolution for your complaint within 2 working days. If we are unable to propose a resolution within 2 working days, we will advise you of the expected timeframe and provide you with options for external dispute resolution.

Internal escalation

If you are dissatisfied with the way your complaint has been handled, you may contact the person who attended to your complaint and ask for it to be escalated to a manager for review.

How we review complaints

To make sure we are dealing with complaints appropriately and in a timely manner, we keep careful records of every complaint received. Our team regularly reviews these records to check outcomes and identify any recurring issues which may need addressing.

Frivolous or vexatious complaints

In very rare cases we may encounter complaints that are frivolous or vexatious, or behaviour from complainants that is, in our reasonable opinion, fraudulent, racist, threatening or abusive.

In such an event we may decide not to deal with your complaint any further. If this is the case, we will let you know of our decision and the reason within 5 business days. This will be provided to you in writing if requested. We will also provide you with options for external dispute resolution.

External dispute resolution

We believe dealing with us directly is the quickest and most effective way to resolve your complaint.

If we cannot resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent alternative dispute resolution scheme for small business and residential customers in Australia who have unresolved complaints about their telephone and internet services.

While it is not a requirement that you follow our Complaints Handling Process, the TIO will only investigate your complaint if you have already attempted to resolve your issue with Breeze Connect first and is an option of last resort.

You can contact the TIO by phone on **1800 062 058** or by visiting **tio.com.au/contact-us**.