



Swift Networks Pty Ltd

ABN 96 125 828 453

COMPLAINT HANDLING POLICY

Complaint Handling Policy

1 Complaint Handling Policy

We are committed to providing customers with great service and where we don't being open for feedback and open with Customers about their options for complaints and escalation.

The objective of our complaint processes is that it:

- is accessible, transparent and easily understood; and
- is free of charge, other than in limited circumstances; and
- provides for the courteous, timely, objective, fair and efficient resolution of complaints.

We take your complaints seriously. Our Chief Executive Officer is responsible for ensuring the implementation, operation and compliance of this policy.

This policy applies to customers and for customers of Swift Networks.

1.1 Making a Compliant

You can contact us via the following methods:

- Phone: 1300 650 679
- Email: support@swiftnetworks.com.au
- Mail: 1 Watts Place, Bentley WA 6102

1.2 Another Person Acting on your Behalf

You may wish for someone else to deal with us on your behalf. This might be a family member, friend, your carer or your advocate. If so, you need to let our Customer Service Team know. We can discuss your complaint with them, but we can only give them information about your account if you are present and agree (or if they are your authorised representative)

If you would like the person dealing on your behalf to

- Be able to discuss you details when not present; or
- Act on your behalf,

You need to let our Customer Service Team know who that person is, and complete an "Appointment of Authorised Representative" form, so that we can add them to your account as an 'authorised representative'.

Contact the Customer Service Team using the details listed above.

1.3 Customers with Hearing or Speech Impairments

If you are deaf or have a hearing or speech impairment and/or you use a text phone (TTY) or a computer with a modem, you can contact us by using the National Relay Service (NRS). You can use the NRS for no additional charge. Contact the NRS using a modem or TTY by dialling 133 677 and quoting our telephone number (listed above).

1.4 Customers with English Language Difficulties

Customers having difficulty with English can communicate with us via the Language link interpreter service. Contact our Customer Service Team on the numbers above to arrange an interpreter.

1.5 Customers Experiencing Financial Hardship

We may be able to offer assistance to customers who are in genuine financial hardship. Contact our Customer Service Team to discuss our Financial Hardship Policy, or download a copy from <http://www.swiftnetworks.com.au/swift-living-policies/>

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1.6 Complaint Reference

When you make a complaint, you will be allocated a unique reference number.

1.7 Complaint Handling

Where possible, we will endeavour to resolve your complaint at the first instance as this is in everybody's interests.

When making a complaint that involves the disputation of charges, you will need to specify the amount or the nature of the charges that you are disputing. We will not take any further Credit Management action in relation to a specified disputed amount whilst the complaint remains unresolved and continues to be investigated by either us or the Telecommunications Industry Ombudsman (TIO) or another recognised external dispute body.

Credit Management action in this case refers to the process by which we manage credit risk and/or the collection of outstanding debts from current and former customers.

We will delay the commencement of any legal proceedings while your complaint is being handled internally and for 7 Working Days after you are advised of the outcome of the complaint.

1.8 Internal Escalation

In some cases, either upon your request or upon the discretion of our customer service staff, the complaint may need to be referred to a Team Manager. The Team Manager may then need to call upon the authority or expertise of staff in other departments or relevant third parties. In this instance a 'first-contact' resolution may not be possible however you will receive a complaint reference and we will endeavour to resolve your complaint within our resolution timeframes.

If you are dissatisfied with the Team Manager's handling of the complaint, you can request that more senior Swift Networks personnel review the complaint.

Not all complaints require an investigation. But if required, we will investigate your complaint to an extent that is commensurate with the seriousness of the complaint.

1.9 Resolution

If your complaint is not resolved at first contact, we will advise you of our proposed resolution of your complaint as soon as possible and if not done so will be in contact within 15 days to advise you of the reasons for the delay and expected timeframe for resolution (which will no more than 10 additional days).

You can monitor your complaint by any of the methods available to make an initial complaint using your unique reference number.

Our proposed resolution must be accepted by you before we are required to implement the solution, however we can choose to implement a solution to your benefit without your prior approval.

If you do not accept our proposed resolution and indeed at anytime you may escalate your complaint to the Telecommunications Industry Ombudsman (see below) or other relevant body. We will not use your escalation of your complaint as a reason to cancel your services.

If you do accept our proposed resolution we will implement it within 10 working days unless we both agree on a different timeframe.

1.10 Urgent Complaints

If a complaint is of an urgent nature eg relating to financial hardship, a matter before the courts, a situation involving life threatening or issues of personal safety or the imminent disconnection of a service then we will expedite it.

For urgent complaints, we will provide confirmation of the proposed resolution of the urgent aspects of the complaint and, if accepted by the complaint, implement the urgent aspects of the resolution within 2 working days after the date the complaint is received.

1.11 Vexatious or Frivolous Complaints

In very rare cases we encounter complaints that are frivolous or vexatious in such situations we will give

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notice to the customer of our point of view and will recommend them to the Telecommunications Industry Ombudsman (see below) if they wish to pursue the matter.

1.12 Telecommunications Industry Ombudsman ("TIO")

If, after the internal escalation and complaint handling process has concluded, you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the TIO.

The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services. The TIO's contact details can be found on www.tio.com.au, or call 1800 062 058.