

25 March 2018

Nelson Bay Online is committed to providing the highest level of service to you; however we are not perfect so we also want to make it as easy as possible for you to have your concerns heard and responded to. This statement outlines our commitments to you in the way we handle complaints.

## What is a complaint?

We understand that a complaint is an expression that something is unsatisfactory or unacceptable. This could be about our products, our services, our interactions or even the way we've handled a complaint itself. We understand that there is an expectation of a response or resolution.

## What you can expect from us

Our aim is to provide you with an efficient, accessible, fair and transparent mechanism for handling your complaint. Ideally, we will endeavour to resolve your matter immediately; however sometimes we may need to investigate it. In such instances, it may take a little longer, but we will tell you what we're doing to resolve it within five working days. In complex issues we may need longer to resolve your complaint, but in such instances, we will aim to resolve it within fifteen business days and we will keep you updated on how it's progressing. In the unlikely event that it will take longer than fifteen business days to resolve we'll negotiate the timeframes with you.

Urgent complaints will be acknowledged within one business day and we aim to resolve the urgent aspects of such a complaint within two business days or to let you know of any reason for the delay and a specific timeframe for resolution.

Our aim is to ensure our complaint handling process is accessible to everyone, including those with special needs.

You can always nominate an authorised representative or advocate to speak with us on your behalf.

## Urgent complaints

Some complaints will take precedence and we consider them "urgent complaints." These include:

- If you have applied for or have been accepted as being in financial hardship under Nelson Bay Online's Financial Hardship Policy:
  - and where the nature of the complaint may make any difficulties you are experiencing worse; or
- If there is a disconnection or risk of imminent disconnection of a service due to an error on our part.

Please note that Nelson Bay Online do not offer a Priority Assistance Scheme.

## How to contact us

Complaints or feedback can be lodged via:

- (i) Emailing our complaints e-mail address at **complaints@nelsonbay.com**; or
- (ii) Faxing **02 9760 0069** at any time; or
- (iii) Telephoning **1300 746 754** during **Monday to Friday 8.30am to 5.30pm**; or
- (iv) Mailing your complaint via Registered Mail to:

AlphaCall Pty Ltd T/As Nelson Bay Online  
Unit 1, 40 George Street  
Clyde, NSW 2142

**What happens next?**

If you're happy with the outcome, we're happy too, and we'll consider the matter finalised.

If you are not happy with the outcome then you have a number of options available, but we ask that you give us the opportunity to explore and exhaust all avenues within Nelson Bay Online. For example, you can always ask to have your matter raised with a Team Leader. If they cannot assist you immediately, our aim is that they or a manager are in contact with you in less than one business day. This person will deal with your complaint in confidence and will agree on timeframes for its resolution with you.

**What is the Telecommunications Industry Ombudsman?**

In the unlikely event that we cannot resolve your complaint to your satisfaction, you then have the option to forward your complaint to the Telecommunications Industry Ombudsman (TIO). Please note the TIO will only accept cases in which you have first tried to resolve the issue with us directly.

The contact details for the TIO are as follows:

Telecommunications Industry Ombudsman

PO Box 276  
Collins Street West  
Melbourne VIC 8007

Phone: 1800 062 058

Fax: 1800 630 614

Email: [tio@tio.com.au](mailto:tio@tio.com.au)