



ABN 41 111 772 206

Complaints Handling Policy

This policy has been developed by Comtel Corporation in accordance with ACIF Industry Code - complaints handling. No legal rights arise under this document.

Complaint Handling Policy

This Complaint Handling Policy aims to:

- Provide a framework for Comtel Corporation employees to work within when handling Complaints from Customers;
- Ensure consistency within Comtel Corporation in handling and resolving Complaints from Customers; and
- Assist Comtel Corporation's commitment to provide quality products, services and customer service.

Comtel Corporation defines the term complaint as any expression of dissatisfaction or grievance made to Comtel Corporation by a Customer or member of the public with any product or service of Comtel Corporation, not including a request for information.

Lodgement of Complaints

Comtel Corporation Customer Service Executives will provide reasonable information and assistance to ensure that Complaints are lodged effectively.

Complaints may be lodged by phone on:

- **1300 305 305**
- **02 8916 2200**
- Electronic mail crelations@rewardmobile.com.au,
- Fax to **02 9954 4215**

- By letter to The Customer Relations Manager, **PO Box 1138, North Sydney NSW 2059.**
- TTY Voice **133 677** & TTY speak & listen (SSR) **1300 555 727** – **Refer to below**

People with disabilities TTY services are offered

The telephone typewriter (TTY) allows people who are deaf or hearing impaired to communicate by telephone. Messages are sent using telephone lines. The deaf/hearing impaired person types their message on the TTY keyboard.

When different keys are pressed different tone signals are sent over the telephone line. These tones can be "decoded" by a TTY at the other end of the telephone line and displayed as a written message.

TTY users can call people who do not have a TTY by using the [National Relay Service](#) (NRS) provided by the Australian Communication Exchange (ACE) under a contract with the Australian government.

The NRS allows the deaf person to send or receive messages from ordinary 'voice' telephones. See more on the NRS page regarding [equipment](#).

Some CRS Australia offices have a TTY service. Call **(02) 9242 4721** to find out more. Alternatively, use the [National Relay Service](#).

The NRS is an Australia-wide telephone access service provided for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wants to call a person with a hearing or speech impairment.

Complaints will be acknowledged and Customers can be provided with a reference that will allow them to identify the progress of their Complaint.

Comtel Corporation has established, and will continue to develop, quality processes for the efficient acknowledgement and processing of complaints.

Response to Complaints

Complaints will be processed in a timely and efficient manner. Continuous improvement and training will be utilised to ensure complaints are resolved promptly and courteously.

Managing our customer's expectations realistically is Comtel Corporation goal. This involves the careful examination of each complaint and a resolution offered on the basis of that analysis.

Records/ Systems

Complaints will be recorded and analysed to ensure that our Complaint Management processes comply with this policy.

Systemic trends and recurring problems will be identified and feedback provided to the relevant departments to improve current processes.

Review of Complaint Handling Process

Comtel Corporation complaint handling procedures and systems are to be periodically reviewed to ensure optimum effectiveness and highlight any need for improvement.

Escalation of Complaints

Comtel Corporation's goal in the area of complaints handling is to finalise complaints at first contact.

Where necessary, Customers will be kept informed of the progress of their complaint and Comtel Corporation's internal escalation process.

Where a Customer has exhausted their avenues for addressing their Complaint within Comtel Corporation or find those avenues unacceptable, they can be advised of external channels for escalation, such as the TIO.

- The Telecommunications Industry Ombudsman (TIO)
- For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communication & Media Authority (ACMA) or, for trade practices issues, the Australian Consumers Competition Commission (ACCC)
- **To lodge a complaint with the TIO you can call on 1800 062 058 or write to –**
- **TIO PO Box 276 Collins Street West MELBOURNE VIC 8007**

Some general information about liability

This section sets out some important general information on potential exclusions or limits to Comtel Corporation's liability which you should be aware of. It should not be

relied upon or considered legal advice and, if necessary, Comtel Corporation recommends that you obtain your own independent advice.

Generally, you have rights, in certain circumstances, to be compensated for loss or damage caused by acts or omissions in the supply of telecommunications services and related goods or services. Comtel Corporation liability, if any, for such loss or damage is limited to some extent by the General Terms and Conditions of Our Customer Terms, although not for liability that cannot be limited by law.

Also, under the Telecommunications Act 1997, the Australian Communications and Media Authority (ACMA) may impose limits or amounts that are able to be recovered in tort for wrongful acts or omissions (of a civil rather than criminal nature) made in the supply of specific carriage services by Comtel Corporation.

Comtel Corporation is a company and is generally liable to the same extent as other companies are liable for wrongful acts or omissions. In the event that you believe that you have a claim against Comtel Corporation relating to your phone service, you must take reasonable steps to minimise or avoid the extent of such loss or damage. Comtel Corporation may take into account your failure to minimise or avoid your loss or damage when assessing a claim.

Comtel Corporation, like all carriage service providers, is liable to pay damages to a customer for a breach of the Telecommunications Standard.

If you require any further information about your rights, it is suggested that you seek independent legal advice. You can also seek non-legal assistance from the Telecommunications Industry Ombudsman (TIO) (www.tio.com.au).

This policy can be found on our web site at www.rewardmobile.com.au & **1300 305 305**.

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