

First Responder Broadband Complaint Handling Policy

First Responder Broadband (**we, us, our**) is committed to providing our customers with the best services and experience. Our goal is to assist you in resolving your complaints objectively, efficiently and fairly.

Making a complaint

You can contact us if you have any concerns or complaints about our Service. You can do so in the following ways:

Channels to submit a complaint	Contact Details	Available hours
Online Complaints Form	www.firstresponderbroadband.com.au/legal	Anytime
Phone	1300 372 000	1000 – 1700 Monday - Friday
Email	complaints@firstresponderbroadband.com.au	Anytime
Postal Address	PO Box 248 Cooranbong NSW 2265	Anytime

There are no charges for making a complaint.

During our discussions, we will confirm with you whether your dissatisfaction is intended to be a formal complaint and we will work with you to help you file your complaint.

Representative

If you would like for someone else to deal with us on your behalf, please let us know and we will add that person to your account as your "authorised representative".

Customers with Hearing or Speech Impairments

If you are d/Deaf or find it hard to hear or speak with hearing people on the phone, you may make a call through the National Relay Service.

To find out more about the services provided by the National Relay Service, please visit their website at <https://www.accesshub.gov.au/about-the-nrs>.

Customers with English Language Difficulties

If English is not your first language, you may access personal translation and interpretation services via TIS National.

To find out more about the services provided by TIS National, please visit their website at <https://www.tisnational.gov.au/>.

Your Complaint

(a) Complaint reference

We will allocate you unique reference number when you make a complaint with us. We will provide this immediately if your complaint is made via telephone directly to us. If you use a different mode to make a complaint such as email or post, we will acknowledge your complaint and provide you with a unique reference number within 2 business days of receipt.

(b) Handling your complaint

We will attempt to gather all required information from you during our first contact with you about your complaint. However, we may need to contact you throughout the complaint handling process to understand details about the nature of your complaint.

If your complaint involves disputing your charges, you will need to include all details relevant to the amount including the nature of the charges in dispute. While your complaint is being considered by us, the Telecommunications Industry Ombudsman (**TIO**) or any other recognised external dispute body, we will halt any credit management action (how we manage your credit risk and the collection of outstanding debts), in relation to the disputed charges, and we will not cancel your Service.

We may refer you to our Financial Hardship Process, if it seems that you may be having difficulty with paying your bill.

(c) Resolving your complaint

Wherever possible, we will always endeavour to resolve your complaint during our initial discussion. If we are unable to resolve your concerns after our initial discussions, we will let you know our proposed resolution as soon as possible after investigating your complaint, but in any event within 15 business days after receiving your complaint.

If we are not able to resolve your complaint within this time frame, we will advise you before this time lapses as to why we are experiencing a delay and the expected timeframe for resolution.

If we are still unable to resolve your complaint within an additional 10 business days, we will advise you of your options which includes escalation to the TIO.

Before we can implement a proposed resolution for you, you must accept the proposal. However, if a solution is to your benefit, we can implement it without your approval.

Following your acceptance of the proposed resolution, we will deliver the resolution within 10 business days, unless we otherwise agree with you to a different timeframe or you have not completed the actions required by you in order for us to implement the proposed resolution.



(d) **Closing your complaint**

Once we have reached a resolution with you (unless for reasons stated above that we could not reach a resolution), we will close your complaint.

We may close your complaint if we are unable to contact you. Please refer to the section "Unable to contact you" below.

You may also ask us to close your complaint. Where a complaint is closed with your consent, you can request written confirmation of the resolution which will be sent to you within 5 business days.

(e) **Urgent complaints**

There are some circumstances that require complaints to be considered more urgently than others. These involve complaints where:

- the complaint involves issues with an application for Financial Hardship; or
- disconnection of services is imminent or has occurred and due process has not been followed.

In these cases, we will notify you that we consider your case to be urgent and advise you of a timeframe for resolution.

(f) **Billing error complaints**

If your complaint is about a billing error, we will attempt to resolve your complaint no later than the end of the billing period immediately following your current billing period, or within 40 calendar days, whichever occurs first.

(g) **Unable to contact you**

If we are unable to contact you during the process of your complaint, we will write to the address or email address we have on file for you to let you know that we have been unable to get in touch. You will be given 10 business days to contact us, before we close your complaint. If this happens, you are welcome to contact us again and make your complaint.

(h) **Vexatious or frivolous complaints**

There are some rare cases where we encounter complaints that are of a frivolous or vexatious nature. We will give very careful consideration to these complaints before determining that it is frivolous or vexatious. Once we have made this determination, we will inform you of the outcome and provide you with options for external dispute resolution such as to the TIO.

(i) **TIO escalation**

If you are unhappy with the way we have handled or resolved your complaint, you are entitled to contact the TIO for further assistance.

The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia. You may contact the TIO at www.tio.com.au, or call 1800 062 058.

