

amaysim Complaints Handling Policy

Valid as of 7 September 2018

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1. Introduction

This policy sets out the process for complaints handling at amaysim.

2. Purpose of this policy

At amaysim we recognise the rights of our customers and former customers to make complaints and to have any proposed resolution of their complaints accepted by them before amaysim implements that resolution.

This amaysim Complaints Handling Policy provides:

- Information and assistance to amaysim customers and former amaysim customers on how to make a complaint and how to monitor the progress of a complaint
- Information on how amaysim handles and investigates complaints and the circumstances in which they will be escalated and prioritised internally
- A guideline for amaysim staff to handle and resolve complaints with the objective of resolving complaints in an objective, fair and effective manner

3. Complaint Costs

There are no costs associated with lodging a complaint with amaysim.

4. What constitutes a complaint?

A complaint is any expression of dissatisfaction made to us in relation to our products and services or the way we've handled a complaint.

5. Who can make a complaint?

You may make a complaint whenever you are dissatisfied about any aspect of the products or services we provide, including our complaints handling process itself. We will treat any expression of dissatisfaction about such matters in which you expressly or impliedly ask for a response or a resolution as a complaint and will handle the matter in accordance with this policy. If in doubt, we will ask you whether your expression of dissatisfaction is a complaint. We will always seek to ensure that any complaint is dealt with in an objective, fair and efficient manner.

6. Our commitment to complaints handling

amaysim is committed to efficient, fair and courteous resolution of complaints at all times and aims to resolve complaints at first point of contact. Our customer service representatives have the training and authority to resolve most of the

queries which customers may have in real time. Your complaint will never be handled by anyone of our staff who has had a direct involvement in the circumstances of the complaint.

We will never disconnect a service for the sole reason of you making a complaint, where we have been unable to resolve the complaint and you have sought external dispute resolution.

7. Handling of complaints

7.1. Lodging a complaint

You can lodge your complaint about amaysim over the phone (which is a free call when made from an amaysim service), online or by email, or letter. For contact details please refer to section 8 of this document.

If you wish to lodge an urgent complaint, please refer to section 7.5 of this document.

We aim to make the complaint handling process fair and accessible for everyone including customers and former customers with disabilities, those suffering financial hardship and those from non-English speaking backgrounds. If you require any special assistance to articulate and lodge a complaint or have any special requirements, please tell us what they are when you get in touch with us and we will provide specialised support as needed.

If you wish to allow an authorised representative or advocate to act on your behalf, an amaysim customer service representative can help you to do so. If you wish, you can set up third party access on your account which will enable a third party to act as your authorised representative and to represent you in your matters with amaysim generally.

If the circumstances of your issue are unclear or uncertain, our staff will check to see if you would like to make a complaint.

7.2. Acknowledgement of complaint

We will acknowledge your complaint and issue a reference number immediately if your complaint is received over the phone. If your complaint is submitted by any other means (for contact details refer to section 8), you will receive a response and a reference number within 2 working days.

7.3. Handling and resolution of complaints

We aim to resolve a complaint at the first level of contact wherever possible. If we cannot resolve your complaint at the first level contact and the matter requires

some further investigation e.g. the retrieval of records or obtaining of additional information through our Resolutions team, we will aim to have your complaint completely resolved within 15 working days after the complaint was made or within such other time frames as are agreed with you. We will keep you informed of any delays to promised timeframes for resolving and implementing complaints.

You may monitor the progress of your complaint by contacting us and quoting the reference number for your complaint (see section 8 for contact details).

If you are dissatisfied with the handling of your enquiry or complaint, or if you are dissatisfied with the timeframes, the proposed resolution or outcome, or if you seek to have your complaint treated as urgent, you may ask to speak to an amaysim supervisor. If you remain dissatisfied with the subsequent handling of the complaint, you can request to have the complaint reviewed by a senior manager. We will escalate and prioritise your complaint accordingly.

We aim to complete all necessary action to deliver the resolution we have offered within 10 working days after you accept the resolution. Your complaint will be regarded as resolved once you have agreed with our proposed resolution and the outcome is implemented.

If we are unable to resolve your complaint within 15 working days, or within 2 working days for the urgent aspects of an urgent complaint, we will advise you prior to the expected resolution deadline. We will provide reasons for the delay, a specific timeframe for completion of the resolution; and if the anticipated delay is a further 10 working days or more (and not the result of a mass service disruption) will advise you of your options for external dispute resolution including the TIO.

7.4. Communicating our decision in response to your complaint

Once we make a decision or agree a resolution in response to your complaint, we will communicate this to you. Usually we will communicate our decision via email or telephone, however if you request it we are happy to provide a written confirmation via within 5 working days of your request.

7.5. Handling and resolution of urgent complaints

We will prioritise a complaint as urgent if you are experiencing financial hardship according to our financial hardship policy (please refer to <http://www.amaysim.com.au/terms>) and the subject matter of the complaint has directly contributed to or aggravated your financial hardship, or your service has been or is about to be disconnected due to an error on our part. We will be in touch with you to confirm a proposed resolution of the urgent aspects of your complaint, which if agreed to by you, will be implemented within 2 working days after the date on which your complaint is received. Non urgent complaints will be handled in line with section 7.3: *Handling and resolution of complaints*.

7.6. Complaints Prioritisation

If you are dissatisfied with the management of your complaint or want your complaint treated as urgent we will advise of the internal escalation and prioritisation process, as well as external dispute resolution options like the TIO. For regular complaints we will advise you of this information within 5 working days and within 2 working days for urgent complaints.

7.7. Frivolous and vexatious complaints

If, after careful consideration of your complaint it becomes apparent that we can do nothing more to resolve your complaint and your behaviour or complaint is frivolous or vexatious, we will, within 5 working days, advise you in writing that we can no longer deal with your complaint including the reasons for our decision.

We will also provide you with an option to seek an external dispute resolution, including the details of the TIO

7.8. Attempting to contact you

If, we are unable to contact you to discuss your complaint, or advise of a proposed resolution, we will write to you advising that we have been unable to contact you including the details of our contact attempts. We will request that you contact us to discuss the complaint within 10 working days.

7.9. Complaints monitoring

At amaysim we strive to continuously improve our performance and put the customer in the centre of our daily business. To ensure the identification of systemic trends and recurring issues all complaints will be recorded and analysed on an ongoing basis to ensure continuous improvement in our processes. This includes a process for classifying complaints into different categories based on issues experienced

by our customers. We will conduct on-going reviews of our compliance with this policy and report on the same to senior management.

Our complaint categories as of the date of this document are listed at **Appendix 1**.

8. **Contact**

By Email

contact form: <https://www.amaysim.com.au/my-account/complaints>

By Live Chat:

Available here: <https://www.amaysim.com.au/help/contact>

By Mail:

PO Box R567
Royal Exchange NSW 1225

By Phone:

1300 808 300 (standard call charges apply)
567 free from your amaysim mobile

Phone Hours of Operation:

Monday - Friday 8.00 am – 07.00 pm AEST

Saturday, Sunday, Public Holidays 10.00 am - 6.00 pm AEST

If you wish to obtain a hard copy of the amaysim Complaints Handling Policy, please contact our friendly customer service team and let us know your preferred postal address and we will be happy to send you a copy in the mail.

9. **External resolution**

If you are not satisfied with the outcome of your complaint or with the way in which we have handled the matter (including the timeframes for resolving your complaint), you can ask the Telecommunications Industry Ombudsman (TIO) to assist. You should note, however, that you need to give amaysim an opportunity to resolve your complaint before taking it to the TIO.

The TIO's website can be found at: <http://www.tio.com.au>

Appendix 1

Complaint reporting categories

AYG 15c / 15.4c RATE CHANGE	HANDSET RELATED PROBLEM
BILLING - AUTO RENEWAL	HANDSET SHOP
BILLING - DOUBLE BILLING	HANDSET SHOP DELIVERY
BILLING - INCORRECTLY CHARGED	IMESSAGE / FACETIME CHARGE
BILLING - INTERPRET INVOICE	INTERNET SETTINGS
BILLING - PAYMENT ARRANGEMENTS	MMS SETTINGS
CALL ITEMISATION	NEW PLANS
CANCELLATION ISSUES	NEW UNLIMITED PLANS
CHARGES	OVERDUE - COMPLAINT ABOUT COLLECTIONS PROCESS
CONNECTION DELAYS	OVERDUE - COMPLAINT RE COLLECTIONS AGENCY (D&B)
COVERAGE ISSUE	PORTING DELAYS
CREDIT CARD UPDATE PROBLEM	PORTING STOLEN NUMBER
CREDIT NOT APPLIED	PREMIUM SMS
CREDIT NOT APPLIED (AYG VS UNL)	PRODUCT - EXCLUSIONS
CUSTOMER SERVICE - AGENT	PRODUCT NOT APPLIED (AYG VS UNL)
CUSTOMER SERVICE - CALL WAIT	PROMOTION ISSUE
CUSTOMER SERVICE - FCR COMPLAINT	REFER A FRIEND
CUSTOMER SERVICE - GENERAL	RELOCATION
CUSTOMER SERVICE - NO RESPONSE	ROAMING CHARGES
DATA - EXCESS DATA CHARGES	ROAMING NOT WORKING / UNAVAILABLE
DATA - SLOW SPEED/THROUGHPUT	ROUTER DELIVERY
DATA - SPEED CHANGE	ROUTER RECEIVED
DATA - UNABLE TO ADD DATA PRODUCT	ROUTER SETTINGS
DISCONNECTED - CREDIT MANAGEMENT	SIM ACTIVATION ERROR
DISCONNECTED SERVICE	SIM NOT RECEIVED
FAIR GO COMPLAINT	VOUCHER / RECHARGE ISSUE
FINANCIAL HARDSHIP	WEBSITE ISSUES