

POLICY COMPLAINTS HANDLING

WHAT CONSTITUTES A COMPLAINT?

The Telecommunications (Consumer Complaints Handling) Industry Standard 2018 defines a complaint as an 'expression of dissatisfaction made to a carriage service provider by a consumer in relation to its telecommunications products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by the consumer.

It does not include an initial call to request information or support or to report a fault or service difficulty unless a consumer advises that they want that call treated as a complaint and does not include an issue that is the subject of legal action.

COMPLAINTS HANDLING:

Here at Gtelecom we strive to provide you with the best services, products and most importantly the best Customer Service. We're not a big Telco, we don't act like one. If you do feel dissatisfied with our service and you wish to make a complaint, we aim to resolve your concerns in a timely manner with an outcome that is both fair and reasonable.

Anyone has the right to make a complaint, and we ensure that all complaints are dealt with efficiently, objectively, and fairly.

We'll also provide help to anyone who needs it to formulate, lodge, and progress a complaint with us.

This means, that when you make a complaint, we'll immediately acknowledge the complaint and give you:

1. A unique reference number so you can identify and follow up on your complaint;
2. An estimated timeframe for when we'll resolve your complaint; and
3. Details on how you can get information about our complaint handling process.

We will also inform you about our internal prioritisation and escalation process.

We will be troubleshooting the internet connectivity issues until CPE(Customer Premises Equipment)

If the customer has an internal network issues tech callout charges are applicable.

Where a complaint is made by email, through one of our websites, by post, or recorded message, we will ensure we get this information to you within one working day of receiving your complaint.

THE STEPS WE TAKE TO RESOLVE COMPLAINTS

We would ideally like to resolve your complaint at the time it's raised. However, if we need to investigate it further, our aim is to resolve it, or update you what we're doing to resolve it.

The time we spend investigating a complaint is determined by its seriousness and complexity, and we're committed to resolving complaints as soon as possible. Our investigation process begins as soon as we become aware of your complaint. Once we have investigated your complaint, we will endeavor to contact you or your representative, and will propose a resolution.

If we cannot contact you or your representative, we will write (or e-mail) you stating we were not able to contact you, provide details of those attempts and invite you to contact us to discuss the complaint within a specific



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timeframe. If no response is received from you or your representative after ten working days of the date of the correspondence the complaint will be closed.

HOW TO MAKE A FORMAL COMPLAINT:

By calling us:

The easiest way to resolve any issue with Gtelecom is to call us, let us know, speak with one of our consultants so we can better support you. Simply call 1300 659 442 for our Customer Care Team to assist you.

In writing:

Email us at: support@gtelecom.com.au

Once a fair and reasonable resolution to your complaint has been reached will Call and email confirming you the resolution.