## 1. INTRODUCTION

At Spektrum Communications we are committed to providing our customers with the best products and service. This policy details how Spektrum Communications handles customer complaints in relation to our products and services.

This policy is compliant with the ACIF Industry Code on Complaint Handling.

## 2. YOUR LEGAL RIGHTS

We acknowledge that customers have a right to complain and so we welcome and encourage you to tell us about any concerns, expressions of dissatisfaction or complaints you may have about our products or services. We also welcome any helpful comments or compliments you may want to make about our staff or products.

## 3. HOW TO MAKE A COMPLAINT & HOW SPEKTRUM COMMUNICATIONS WILL HANDLE COMPLAINTS

The Spektrum Communications complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints.

Spektrum Communications Customer Care will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or Spektrum Communications Authorised dealers and staff.

Our objective is to resolve the vast majority of enquiries and complaints during the customer’s first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with Spektrum Communications Authorised dealers or staff. Our objective is that complaints that cannot be resolved during the first call, our Customer Relations team will take over management of the complaint and resolve your complaint within 15 business days of receiving it, depending on the complexity of your complaint.

Some cases where this may differ, is when you agree to a different timeframe for resolution, or we need you to do something in order to resolve the complaint.

We will let you know any reasons for delay and a specific timeframe for resolution. We will keep you updated with the status of your complaint and you may contact us either by phone or by email with your reference number to request a status update.

Please note we are unable to implement any resolution until you have accepted it.

Spektrum Communications prefers to deal with complaints and enquiries by telephone as this is an immediate acknowledgement which allows a quicker resolution on 1300 693 099.

You may nominate an authorised representative or advocate to liaise with us on your behalf. If you need assistance with understanding this process or lodging a complaint, please let us know. This includes consumers with a disability or those who are suffering hardship or are from a non-English speaking background.

The Department of Immigration and Multicultural Affairs also provides a Translating and Interpreting Service (TIS) for non-English speakers. If another language is required, you can call TIS on 13 14 50 and request to be connected to Spektrum on 1300 693 099.

**If you wish to lodge a written complaint you can forward your correspondence to:**

Spektrum

Communications

PO Box R1768 Royal Exchange NSW 1225

**Or Email:** [customercare@spektrumcommunications.com.au](mailto:customercare@spektrumcommunications.com.au)

A verbal or written acknowledgement will be made within two working days after receiving your letter with a time frame for investigating your complaint and when you can expect us to get back to you.

**4. What IS AN URGENT COMPLAINT?**

While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others. We refer to these as “urgent complaints” and they include the following:

1. Customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer’s financial hardship;
2. The disconnection or imminent disconnection of a customer’s service where we haven’t followed the right process in disconnecting their service

Please note we do not offer the Priority Assistance scheme.

Urgent complaints will be acknowledged within one business day. We aim to resolve the urgent aspects of such a complaint within 2 business days or let you know of any reasons for delay and

a specific timeframe for resolution.

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## 5. HOW TO APPEAL TO SPEKTRUM COMMUNICATIONS SENIOR PERSONNEL

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

## To provide a check on the handling of complaints Spektrum Communications supervisors will:

* Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
* Call back a cross section of customers to discuss the handling of the complaint by Spektrum Communications, with a view to understanding how we can do better; and

Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.

## 6. TAKING APPEALS OUTSIDE SPEKTRUM COMMUNICATIONS

Spektrum Communications believes that its internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the Spektrum Communications review process before complaining to the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

## 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