



COMPLAINT HANDLING PROCESSES

OUR AIM:

Taking care of customers is the core lining of Slimtel Pty Ltd. Every customer has a right to complain if he/she is not satisfied with anything, and Slimtel Pty Ltd handles it with its perfection and excellence.

We aim to solve the complaint right on the first indication of customer.

NO COMPLAINT CHARGES POLICY FOR THE CUSTOMER:

Slimtel Pty Ltd always believes in giving as much relief to customers as possible. We will not charge you for dealing with your complaint in most instances, and we will never charge you without informing you and charges may only be deducted after your permission.

We may charge you to recover our costs in very specific circumstances only, i.e. where your requested information that is not free of charge as per our Standard Form Customer Contract or our Critical Information Summary.

EASY MEANS TO LODGE A COMPLAINT:

It is always easy to contact us. If you wish to lodge complaint against anything following are means:

- You may call on **1300-788-840** 9am to 6pm
- You can email on **info@slimtel.com.au**
- Contact Slimtel.com.au for web inquiries.

Note that calling us from a mobile may be more expensive.

We will help you formulating, lodging and progressing your complaint if you request. Our dedicated customer service desk is always here for your help.

HOW YOUR COMPLAINTS WILL BE TREATED:

Acknowledge...

We will acknowledge your complaint immediately if you have complained through Email/Web site or talked to us over the phone, and within 2 working days if you have lodged your complaint through any other channel including where you left a message on our answering machine (e.g. outside our office hours).

When we acknowledge your complaint we will give you a unique reference number or similar to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by calling us between 9am to 6pm from Monday to Saturday on our call back number **1300-788-840** or email us anytime on **info@slimtel.com.au**.

...And Solve

Our goal is to always fix your problem during your first contact with us. Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly. We will advise you in writing if you request this.

Occasionally it may take longer than 2 working days to investigate your problem, in this case we will explain and will give you a new expected timeframe.

If the delay is more than 10 working days (and is not the result of a Mass Service Disruption) we will also inform you about your options for external dispute resolution such as the TIO.

Once we have agreed on how to fix your problem, we will implement all actions required to fix the issue within 10 working days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

URGENT QUERIES:

Your complaint will be treated as urgent. In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. If there is a delay, we will explain, and provide you with a new expected timeframe. If it is a longer delay also inform you about your options for external dispute resolution such as the TIO.

DISSATISFIED WITH OUR EFFORT?

If you inform us that you are not satisfied with the complaint timeframes, with the progress, the outcome or even if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissatisfied, we will inform you about your options for external dispute resolution such as the TIO.

We will never cancel your service only because you have contacted an external dispute resolution scheme.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO):

We encourage you to always contact **US** first if you experience any problem or are dissatisfied. We will do our best to solve your problem during our first contact if you still feel dissatisfied.

You can contact the TIO as follows:

Phone: 1800-062-058

Fax: 1800-630-614

Online: <http://www.tio.com.au/making-a-complaint>

The services of the TIO are free of charge.