

## Overview

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Netmode is proud of our reputation as a trusted partner providing expert advice and quality ICT services to our customers. We also know that sometimes things go wrong or don't work as planned. This document sets out how we manage and resolve customer complaints.

### Objectives

We're committed to making our complaint handling process customer-focused and easy to use.

The process is based on the following principles:

- Any current or former customer has the right to lodge a complaint.
- Complaints will be assessed and resolved in an objective, efficient, and fair manner.
- If we propose a resolution to a complaint, we will not implement it unless you agree.

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2019 and is overseen by our Managing Director.

## Making a Complaint

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Complaints can be lodged in several ways:

- Email [feedback@tasmanet.com.au](mailto:feedback@tasmanet.com.au) including as much detail as possible.
- Telephone 1300 792 711 and select Option 2 to speak to the Service Desk. (Local call cost from a landline, may cost more from a mobile phone.)
- Post to 40-50 Innovation Drive, Dowsing Point TAS 7010.

We will help you to formulate, lodge, and progress your complaint if you request us to do so.

You can appoint an authorised representative or advocate to make a complaint on your behalf.

We will not charge you for dealing with your complaint in most instances, and we will not charge you without first telling you the amount and reason for the charge, and gaining your approval to proceed.

When handling a complaint, we may charge you for the provision of information where:

- you request access to information that was collected by us more than 2 years prior to the request, unless the complaint relates to us breaching your privacy; or
- the free provision of the information in the form or quantities you request is inconsistent with our Standard Form of Agreement terms, unless the complaint relates to us breaching your privacy.

## Urgent Complaints

We will treat your complaint as an Urgent Complaint if:

- you have applied for, or we have approved you for, consideration under our Financial Hardship Policy and the subject of your complaint relates to your financial hardship; or
- disconnection of your service is imminent or has occurred and we have not correctly followed our service disconnection process.

We aim to resolve Urgent Complaints within 2 business days of receiving the complaint.

## Acknowledging Your Complaint

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We will acknowledge your complaint and provide you with a unique reference number so you can track the progress of your complaint:

- immediately if you lodge your complaint by emailing [feedback@tasmanet.com.au](mailto:feedback@tasmanet.com.au) at any time or by telephone during our Service Desk business hours; or
- within two business days of receiving your complaint by post or recorded message.

We will send you updates about the progress of your complaint or you can contact our Service Desk and quote your reference number to check to the progress of the complaint.

## Resolving Your Complaint

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We aim to resolve a complaint when it is first brought to our attention, and to resolve all complaints within 15 business days of receiving the complaint.

If we are unable to resolve your complaint within 15 business days, we will advise you of:

- the reasons for the delay;
- the specific timeframe for the completion of the resolution; and
- if the anticipated delay is a further 10 business days or more and is not the result of a declared mass service disruption, your options for external dispute resolution.

If you accept our proposed resolution to your complaint, we aim to implement all actions required to resolve the complaint within 10 business days, unless you agree otherwise or unless you do not complete an action necessary for us to proceed.

### External Dispute Resolution

If you are not satisfied with our proposed resolution to your complaint, or with the time taken to progress the complaint, we will escalate and review your complaint internally.

If you are still dissatisfied, you can lodge a complaint with the Telecommunications Industry Ombudsman by following the process described at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

We will never cancel your service only because you decide to pursue the option of an external dispute resolution process.