

## Complaint Handling Process

TPG aims to provide our customers with the best possible service. If you haven't received the service you expected, you have the right to make a complaint.

A complaint means an expression of dissatisfaction made to us in relation to our products or the complaints handling process itself, where you expect a resolution. Contacting us to request technical support or to report a service issue is not necessarily a complaint. Where it's not clear to us, we'll ask you to confirm that you wish to make a complaint.

In dealing with your complaint, we will treat you with fairness and courtesy. TPG believes that this Complaint Handling Process is the most effective and quickest way to resolve issues and we will use our best efforts to resolve your complaint efficiently in accordance with this process.

### Making a Complaint

In the first instance, you should contact our Level 1 support teams to make a complaint using one of these methods (during operating hours):

<b>TPG Technical Support team</b> , who can help with technical issues with your service, can be contacted as follows:	<b>TPG Customer Service team</b> , who can help with enquiries about your account, billing, installation or information about your TPG services, can be contacted as follows:
<b>Email:</b> <a href="mailto:helpdesk@tpg.com.au">helpdesk@tpg.com.au</a>	<b>Email:</b> <a href="mailto:customer_service@tpg.com.au">customer_service@tpg.com.au</a>
<b>Phone:</b> 13 14 23 or 02 9850 0800	<b>Phone:</b> 13 14 23 or 02 9850 0800
<b>Fax:</b> 02 9850 0813	<b>Fax:</b> 02 9850 0813
<b>Mail:</b> PO Box 1844, Macquarie Centre, North Ryde, NSW 2113	<b>Mail:</b> PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

For the operating hours of our support teams, please visit [https://www\(tpg.com.au/support/contact](https://www(tpg.com.au/support/contact)

You can also make a complaint online via [Online Enquiries](#) page or by visiting our TPG Community page at [https://community\(tpg.com.au](https://community(tpg.com.au)

If our Technical Support or Customer Service teams have been unable to resolve your complaint, you may ask that your complaint be referred to Customer Relations, our specialist complaint resolution team. We will assist you in submitting your complaint if required.

You may also contact the Customer Relations team yourself directly as follows:

**Email:** [customer\\_relations@tpg.com.au](mailto:customer_relations@tpg.com.au)

**Fax:** 02 9850 0813

**Mail:** PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

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Customer Relations is available 9am to 5:30pm, 7 days a week.

### **Please let us know if you need help**

Please let us know if you need assistance with understanding this process or making a complaint.

You may nominate an authorised representative or advocate to deal with us on your behalf but to protect your privacy, we will first need you to provide your permission to do so, either over the phone or in writing. Please note that if you're appointing an authorised representative, you are giving that person authority to contact TPG on your behalf and authorise TPG to discuss account related information such as billing, contract and technical issues and to make account changes except for account cancellation. In contrast, if you appoint an advocate, that person can only act on your behalf and have access to your information while you are also present to agree to such actions.

If you have a hearing or speech impairment, you can contact us by using the [National Relay Service](#).

If you're from a non-English speaking background, you can contact us via a language interpreter service or nominate someone to deal with us on your behalf. Please note you may incur fees from any third party services you engage to assist you.

If you have other special needs or a disability, please let us know and we will do our best to assist where we can.

If you are suffering financial hardship, please see our [Financial Hardship Policy](#) to learn more about how we can assist you.

### **What happens when we receive your complaint**

We will acknowledge your complaint and provide you with a reference number:

- immediately, if you contacted us by phone, or
- if you contacted us by any other means, within 2 working days for general complaints or within 1 working day for Urgent Complaints.

If you believe your complaint is urgent, please see [Urgent Complaints](#) below.

We aim to investigate and resolve all complaints within the following timeframes:

- for Urgent Complaints, within 2 working days;
- for all other complaints, within 5 working days, except where the complaint involves complex matters, in which case we will aim to resolve these within 15 working days.

If we reasonably believe that resolution may fall outside of the timeframes above, we will contact you directly to discuss the reasons for the delay and advise a new timeframe as well as your avenues for external resolution (if the delay is expected to exceed 10 working days).

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Should we be unable to contact you via known methods we will write to you and advise you that you have 10 working days to respond before we close the complaint.

Upon receiving your complaint, it will be classified into one of the following categories as appropriate:

- Billing or Contract Dispute - Complaints about billing, invoices, charges, fees, contract term and other monetary disputes.
- Cancellation - Complaints about service suspension or termination.
- Equipment order - Complaints about the ordering, delivery or return of equipment such as modems or SIM cards.
- Point of Sale - Complaints about the sales or registration process.
- Privacy Issue - Complaints about the handling of customer information, spam or unwelcome calls.
- Provisioning - Complaints about service activation or porting.
- Service changes - Complaints about plan changes, service relocations or reconnections and change of account ownership.
- Staff - Complaints about service received from TPG representatives.
- Technical issue - Complaints about the performance of TPG services or equipment, including faults and speed.
- Usage - Complaints about usage records or usage disputes for home phone, internet and mobile services.
- General/Other - Complaints which do not fit into other complaints categories.

#### **How your complaint will be escalated**

If our Customer Service or Technical Support team is not able to resolve your complaint, your complaint will be escalated to a supervisor for further assistance. Where they have been unable to assist, our Customer Relations team will take over the complaint.

If you are not already dealing with Customer Relations, you may reasonably request to have your complaint escalated to Customer Relations.

Customer Relations will make an initial assessment, conduct an investigation and propose a resolution to your complaint within 15 working days of receiving it, depending on the complexity of your complaint. Should we require additional time or interaction with you we will contact you directly and advise of any revised time frame and the reason for it.

Customer Relations will contact you with a response and resolution and follow this up in writing confirming the date the resolution was or will be implemented.

If you tell us that you are not happy with the response times that apply to the handling of your complaint, we will, within 5 working days (or 2 working days for [Urgent Complaints](#)), advise you about our escalation processes and your options for external dispute resolution.

## **Urgent Complaints**

Please advise us if your complaint is urgent. Complaints will be considered as urgent if:

- you have applied for or have been accepted as being in Financial Hardship under TPG's [Financial Hardship Policy](#) and it's clear to us that the nature of your complaint will directly contribute to or worsen that hardship, or
- disconnection of a service is imminent or has already occurred and where due process has not been followed.

Please note TPG does not offer the Priority Assistance scheme.

Urgent Complaints will be given priority over other complaints. We will acknowledge your Urgent Complaint immediately if you contacted us via phone or otherwise within 1 working day of receiving your Urgent Complaint.

We aim to resolve Urgent Complaints within 2 working days. We will contact you directly to advise and discuss a new timeframe in the event that a resolution is likely to fall outside of this timeframe.

If your complaint has not been considered urgent based on the above criteria and you reasonably believe it should be, please let us know as soon as possible.

## **Ways you can monitor your complaint**

We will keep you updated with the status of your complaint and you may contact us either by phone or by email with your account details or complaint reference number to request a status update.

Customer Relations will also supply you with their direct contact details upon submission or escalation of your complaint.

Where relevant, we will let you know any reasons for any delay as soon as practical and a specific timeframe for resolution.

## **When a complaint is resolved**

We will advise you either verbally (via telephone) or in writing (via email) of the outcome of your complaint. If you prefer a specific method of contact, please advise us when making your complaint.

We are unable to implement any proposed resolution until you have accepted it. Once you have accepted the resolution, we will implement it within 10 working days (or within 2 working days for [Urgent Complaints](#), unless you have agreed to another time frame, or where resolution required some action from you and you have not yet completed that action).

Where your complaint has been escalated to Customer Relations, we will follow up in writing confirming the date the resolution was or will be implemented.

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We will not close your complaint without your consent, except where your complaint has already been appropriately escalated within TPG and where:

- you've told us that you're not happy with the progress or resolution of your complaint and in response we have advised you of your options for external dispute resolution, including the TIO; or
- we have not been able to contact you for more than 10 working days after an attempt to contact you in writing; or
- after careful consideration, we have advised you that we reasonably believe that your behaviour or complaint is frivolous or vexatious (and the reasons why) and explained your options for external dispute resolution. Within 5 working days of reaching this view, if requested by you, we will confirm these matters in writing.

We will never cancel your TPG services(s) for the sole reason that we have been unable to resolve your complaint to your satisfaction and you have elected to seek assistance via an external dispute resolution avenue.

#### **Further options for external dispute resolution**

It is our aim that the majority of complaints can be successfully handled under this Complaint Handling Process and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within TPG, you may seek complaint mediation or further assistance from the [Telecommunications Industry Ombudsman](#) (telephone 1800 062 058) or the fair trading department in your state or territory.