



# OntheNet Complaint Handling Process

**Version 1.1**

Last Updated 4<sup>th</sup> July 2018

## 1. Our Principles

- 1.1. You have a right to complain, and if you do we will deal with your complaint in a fair, efficient, objective manner and through a transparent process.
- 1.2. We strive to solve any problems you may have during your first contact with us.
- 1.3. Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2012 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Officer.

## 2. Free of Charge

- 2.1. We will not charge you for dealing with your complaint in most instances, and we will never charge you without telling you first.
- 2.2. We may charge you to recover our costs in very specific circumstances only, eg we may charge you where you request information that was collected more than 2 years ago or where you request information that is not free of charge as per our Terms and Conditions or our Critical Information Summary.
- 2.3. If cost recovery charges apply, we will tell you before charging you (and you may of course choose not to pay and discontinue your complaint) and we will inform you about your options for external dispute resolution, e.g. the Telecommunications Industry Ombudsman (TIO).

## 3. How to make a Complaint

- 3.1. If you wish to make a complaint, please contact us:  
Office hours: Monday to Friday 9am to 5pm  
Address: Level 1, 165 Varsity Parade, Varsity Lakes Qld 4227  
Phone: 07 5553 9222  
Fax: 07 5593 3557  
Email: [feedback@onthenet.com.au](mailto:feedback@onthenet.com.au)  
Online: [www.onthenet.com.au/contact-us](http://www.onthenet.com.au/contact-us)
- 3.2. If you are calling us from a landline from within the local area your call is billed at local rates. Note that calling us from a mobile may be more expensive.
- 3.3. We will help you with formulating, lodging and progressing your complaint if you request this.
- 3.4. You can appoint an authorised representative or advocate to make a complaint on your behalf. For help with how to appoint an authorised representative, please visit the FAQ page on our website – [www.onthenet.com.au/faq](http://www.onthenet.com.au/faq)

## 4. What we will do

- 4.1. We will acknowledge your complaint immediately if you made the complaint in person or over the phone, and within 2 business days if you have lodged your complaint through any other channel including email or where you left a message on our answering machine (e.g. outside our office hours).
- 4.2. When we acknowledge your complaint, we will give you a unique reference number 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 contacting us via:  
Phone: 07 5553 9222  
Email: [feedback@onthenet.com.au](mailto:feedback@onthenet.com.au)
- 4.3. Our goal is to always fix the issue during your first contact with us. Sometimes this is not possible and we need to investigate the matter.

- 4.4. We will reach agreement with you on how to fix the issue (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 business days of receiving your complaint. We will advise you in writing if you request this.
- 4.5. Occasionally it may take longer than 15 business days to investigate the issue and, in this case, we will explain why and give you a new expected timeframe.
- 4.6. If the delay is more than 10 business 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.
- 4.7. We will implement all actions required to fix the problem within 10 business days unless you agreed otherwise or you have not done something that we needed you to do and we cannot proceed because of this.
- 4.8. If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or 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.
- 4.9. We will only close your complaint with your consent, unless:
  - We have been unable to make contact with you to discuss your complaint, or
  - We have been unable to reach agreement with you on how to resolve your complaint and we have informed you of your options for external dispute resolution such as the TIO.
- 4.10. We will never cancel your service only because you have contacted an external dispute resolution scheme.

## 5. Urgent Complaints

- 5.1. Your complaint will be classified as urgent if:
  - you have applied for being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing, or
  - your service has been disconnected or is about to be disconnected and due process has not been followed.
- 5.2. In this case we will reach agreement with you on how to address the issue and implement all required actions to fix the issue within 2 business days.
- 5.3. If there is a delay, we will explain why, provide you with a new expected timeframe, and if the delay is longer than 10 business 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.

## 6. Telecommunications Industry Ombudsman (TIO)

- 6.1. We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

The services of the TIO are free of charge.