

Ecomtel Complaints Handling Policies and Processes

1. **IF YOU HAVE ANY CONCERNS** of any kind as a customer of Ecomtel, please bring these to our attention as soon as possible by
 - a. phoning us on 1300138887 and talking to a customer care representative or
 - b. sending an email to customer_service@ecomtel.com.au detailing your issues, or
 - c. writing a letter to Customer Care, Ecomtel Pty Ltd, PO Box 6302, Coffs Harbour NSW 2450
2. **IF YOU HAVE A SERVICE DIFFICULTY** of any kind, please note down as much information as you can about the problem and if possible phone us on 1300138887 to explain the difficulty. In general, the more information you can provide the better. For instance, instead of saying “could not phone Guatemala last night” we would want to know at what times you tried, what phone number you were dialling and what was heard on the line – any recorded voice announcements, etc. Please note that you will need to check that any issue has not been caused by your own equipment, e.g. a faulty telephone or mobile handset or a faulty broadband modem, as you may be charged an incorrect call-out fee if a technician is sent out and there is nothing wrong with our provision of the service.
3. **IF YOU HAVE A BILLING ISSUE** of any kind, this should be raised with customer care before the due date of the relevant bill and, if not dealt with immediately, a formal billing dispute must be raised in writing with 31 days of the billing date.
4. **IF AN AMOUNT IS DISPUTED**, the balance of the bill must still be paid by the due date or you will be in default and your service may be restricted.
5. **YOU CAN EXPECT**
 - a. **OUR RESPONSE WITHIN 5 WORKING DAYS** of receipt of your complaint. This may be an acknowledgement by phone or by email or in writing. If the issue cannot be resolved within 5 days, you will be advised of the complexity of resolving the issue and given a probable timeframe for the possible final determination of the issue. Normally this would be far less than 31 days but some issues require collecting information from multiple sources and we may be delayed by this.
 - b. **DISPUTED AMOUNTS TO BE PLACED ON HOLD** until resolution is complete.
6. **COURTEOUSNESS AND POLITENESS IS TO BE EXPECTED** of all customer care representatives but equally they cannot be expected to tolerate rude and abusive behaviour from customers and they are entitled to disconnect the call instantly. Any complaint made in a rude and abusive manner will not be deemed to have been lodged. All incoming calls are recorded.
7. **NO COMPLAINT HANDLING CHARGES NORMALLY** will be imposed, except where the investigative/handling process is sufficiently onerous to justify the levying of a Complaint Handling Charge. Any such charges would be reversed where the complaint is found to be valid.
8. **ESCALATION** of complaints should be made to the General Manager if you are not satisfied with the response or the speed of response from normal customer care. If you require escalation, you will be asked to make a formal complaint in writing and the General Manager will write back to you within 5 working days. If you are still not content with the General Manager’s response, then you may take your complaint to the Telecommunications Industry Ombudsman (TIO) online at www.tio.com.au or by phoning 1800 062 05 or by writing to PO Box 276 Collins Street West VIC 8007. Unless you have made your complaint to customer care, waited 5 days and gained no satisfactory resolution, escalated the complaint to the General Manager and again received no satisfactory resolution, your Complaint will not be accepted by the TIO and we will not discuss the issue with the TIO. Threats of taking an issue to the TIO unless we give you a credit will be responded to with immediate disconnection and a final demand for any amounts unpaid.