

'YOU'TELUS **Customer Complaint Handling Policy**

1. INTRODUCTION

At 'YOU'TELUS we are committed to providing our customers with the best products and service. This policy details how 'YOU'TELUS handles customer complaints in relation to our products and services. We will demonstrate fairness, courtesy, objectivity and efficiency in dealing with complaints.

This complaint handling process has been designed to comply with the Telecommunications Consumer Protections Code (TCP Code). Implementation, operation and compliance of this process with the TCP Code is the responsibility of 'YOU'TELUS' Chief Executive Officer.

2. YOUR LEGAL RIGHTS

Nothing in this policy limits or detracts from your rights under the Standard Terms and Conditions, the *Telecommunications Act*, the *Trade Practices Act* or any other laws.

You do not have to follow the complaint handling procedures in this Statement; you can choose to take independent action to enforce your rights. However we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

3. HOW 'YOU'TELUS WILL HANDLE COMPLAINTS

The 'YOU'TELUS complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints.

'YOU'TELUS Customer Care will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or 'YOU'TELUS Authorised dealers and staff.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with 'YOU'TELUS Authorised dealers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within the timeframes agreed with the customer.

To provide a check on the handling of complaints 'YOU'TELUS supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by 'YOU'TELUS, with a view to understanding how we can do better; and
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.
- Identify systemic issues and implement ways of improving our processes and the training of staff.

4. HOW TO APPEAL TO 'YOU'TELUS SENIOR PERSONNEL

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

5. LODGING COMPLAINTS

You can lodge a complaint with us by:

By Post:

'YOU'TELUS Customer Care
P.O. BOX 554
MOUNT WAVERLEY VIC 3149

By Email: customercare@youtelus.com.au

By Phone: 1300 550 385

A verbal or written acknowledgement will be made within 2 working days after receiving your complaint with a unique reference number and a time frame for investigating your complaint and when you can expect your complaint to be resolved.

We will endeavour to resolve all complaints within 5 working days of the complaint being received. If we are unable to meet this timeframe we will advise you prior to this the reason for the delay and the proposed timeframe for resolution.

You can request your complaint to be looked at urgently. We will endeavour to resolve all urgent complaints within 2 working days of the complaint being received. If we are unable to meet this timeframe we will advise you prior to this the reason for the delay and the proposed timeframe for resolution.

6. MONITORING THE PROGRESS OF YOUR COMPLAINT

You will be provided with a unique reference number for your complaint, which you can use to track the progress of your complaint. You can monitor the progress of your complaint by calling our Customer Service Team.

7. PROPOSED RESOLUTION

If we propose a solution to your complaint, we will ask if you are satisfied with the proposed solution. A proposed solution must be accepted by you before we are required to implement it.

8. TAKING APPEALS OUTSIDE 'YOU'TELUS

'YOU'TELUS believes that its internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the 'YOU'TELUS review process before complaining to the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

To lodge a complaint with the TIO you can call on 1800 062 058 or write to -



TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007