

Complaint Handling Policy

How to make a complaint, what we do and how long it takes.

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This policy explains how to make a complaint to us, what we do with it, how long each step takes, and how to take your complaint to the Telecommunications Industry Ombudsman (TIO) if you're not satisfied with how we've handled it. It covers complaints about all our services, including network outages. It applies to Flixlink Broadband Pty Ltd (ABN 44 669 575 679), trading as FlixLink Telecommunications ('FlixLink', 'we', 'us', 'our'), and is designed to meet the Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

1. Our complaints process at a glance

You have the right to make a complaint. Making a complaint is free.

How to make a complaint

How	Details	When
Phone, to speak with our staff	(02) 9071 2900	9am to 6pm, Monday to Friday (Sydney time)
Email	info@flixlink.com.au	Any time
Online	The message form on our Contact page at flixlink.com.au	Any time
National Relay Service, if you're deaf or have a hearing or speech impairment	Choose your call option on the National Relay Service website, then ask for (02) 9071 2900. For example: TTY 133 677, Voice Relay 1300 555 727, SMS Relay 0423 677 767	During our support hours
Interpreter	Call TIS National on 131 450 and ask them to call us on (02) 9071 2900. This is free for you	9am to 6pm, Monday to Friday (Sydney time)

To check on your complaint at any time, call or email us and quote your complaint reference number.

If you tell us you're unhappy and we're not sure whether you want to make a complaint, we'll ask you. We'll help you put your complaint into words, make it and follow it through. That includes help if you have a disability or accessibility needs, if English isn't your first language, or if you've applied for or are getting financial hardship help from us. You can also ask someone else to make and handle your complaint for you (see section 3).

We try to keep waiting times short, avoid transferring you, and have one person look after your complaint where we can.

What happens after you complain

1. **We acknowledge it.** Straight away if you call us, or within 2 working days if you email us or use our online form. We give you a unique complaint reference number and tell you how to check on progress.
2. **We take a first look.** We try to fix things the first time you contact us. If we can't, we work out what's needed and whether your complaint is urgent.
3. **We investigate.** We look into your complaint as far as its seriousness needs. If one of our suppliers needs to help, we ask them.
4. **We propose a resolution.** We tell you what we propose to do within 10 working days of receiving your complaint, or within 2 working days if it's urgent.
5. **We tell you our decision.** We explain our proposed resolution and our reasons, and ask whether you accept it.
6. **We carry it out.** We finish everything needed within 5 working days after you accept, unless we agree a different time with you.
7. **We confirm in writing.** We confirm in writing that your complaint is resolved within 5 working days after we finish investigating it.
8. **We close it.** We only close a complaint with your agreement, or in the limited cases in section 5.7.
9. **You can go to the TIO.** If you're not satisfied with how we've handled your complaint, you can take it to the TIO (see below).

Timeframes

Step	Our timeframe
Acknowledge your complaint	Immediately by phone. Within 2 working days by email or online form
Tell you our proposed resolution	Within 10 working days of receiving your complaint
Urgent complaint	Within 2 working days of receiving it, we tell you our proposed resolution and, if you accept it, carry it out
Billing error	Resolved by the end of your next billing period, or within 30 days, whichever is sooner
Carry out the resolution you accept	Within 5 working days of you accepting it, unless we agree otherwise with you
Confirm our proposed resolution in writing, if you ask	Within 5 working days of your request
Confirm in writing that your complaint is resolved	Within 5 working days after we finish investigating
You tell us you're unhappy with our response times, progress or proposed resolution, or you want your complaint treated as urgent	Within 24 hours, we explain how we prioritise and escalate complaints and give you the TIO's details

Step	Our timeframe
Decide on your request to prioritise or escalate your complaint	Within 5 working days of your request
Your complaint isn't resolved 30 days after we received it	We give you the TIO's details on the next working day

A working day is any day except a Saturday, Sunday or public holiday where you live, or where your business is based.

Urgent complaints

We treat a complaint as urgent if:

- you've applied for, or are getting, financial hardship help from us, and the issue is likely to make your hardship worse
- your service is about to be disconnected, or has been disconnected, and we didn't follow the proper process
- you're affected by domestic, family or sexual violence and you tell us your safety, or your children's safety, is at risk.

We deal with urgent complaints first, and faster, as shown in the table. If you think your complaint is urgent, tell us.

If there's a delay

If we can't meet a timeframe, we'll tell you as soon as we know. We'll explain why and give you a new timeframe. If the delay will be more than 10 working days past the original timeframe, we'll also give you the TIO's details, unless the delay is caused by a widespread outage we've already told you about.

Prioritising and escalating

We deal with urgent complaints first. We then deal with other complaints according to how serious they are (for example, if you have no service at all), and otherwise in the order we receive them. You can ask us to escalate your complaint at any time, and we'll escalate it whenever your request is reasonable. A senior manager then reviews it and tells you the outcome. Section 9 has the details.

Taking your complaint to the TIO

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

- Phone: 1800 062 058
- Website: tio.com.au, where you can also make a complaint online

The TIO usually asks you to give us a chance to fix the problem first. We will never cancel your service just because you couldn't resolve your complaint with us and took it to the TIO or another external dispute resolution body.

Network outages

If you can't use your service because of a network outage, section 11 explains how we handle your report.

A copy of this policy

We'll give you a copy of this policy, free, if you ask, or as soon as practicable after you tell us you want to make a complaint. We'll provide it in a way that suits you, such as by email or in large print. We keep this information accurate and up to date.

2. What a complaint is

A complaint is when you tell us you're unhappy with:

- any of our products or services, such as a connection, a fault, a bill or charge, or the service we gave you
- how we've handled a complaint, or
- how we've handled a network outage complaint

and you expect a response or a fix, whether you say so or not. A network outage complaint (section 11) is also a complaint.

A first call to ask for information or help, or to report a fault, isn't a complaint unless you tell us you want it treated as one. If we're not sure, we'll ask you. A matter that is already the subject of legal action isn't a complaint under this policy.

3. Who can complain

Anyone who is, has been or wants to become our customer can complain. So can someone acting for them.

This policy applies to "consumers" as the Standard defines them. That means residential customers, and small business and not-for-profit customers that couldn't negotiate their contract terms and spend no more than \$40,000 a year with us. We use the same process for our other business customers unless their contract sets out a different one.

Someone can act for you in one of two ways:

- **Authorised representative.** This is someone you give authority to deal with us as your agent, including on your account. Adding an authorised representative is a high-risk change, so we verify your identity first. Our Account Security and Scam Protection Policy explains how.
- **Advocate.** This is someone you nominate to deal with us on your behalf, such as a family member, friend, carer, community worker or financial counsellor. An advocate can speak for you about your complaint but can't access your account information.

Tell us who you want to act for you and how to contact them. You can change or remove them at any time.

4. Making a complaint

4.1 Ways to complain

You can complain by phone, by email or through our online form. Section 1 sets out the details and when each one is available. It costs nothing to make a complaint or to use any part of this process.

If our phone line gives you menu options, the first set of options includes one to speak with someone about a complaint.

4.2 What to tell us

To help us sort things out quickly, tell us:

- your name and how to contact you
- your account details or the service the complaint is about, such as your mobile number or nbn® service address
- what happened and when
- what you'd like us to do.

You can send copies of anything that helps, such as a bill or a screenshot, but you don't have to.

4.3 Help to make a complaint

- **Interpreters.** Call TIS National on 131 450 and ask them to call us on (02) 9071 2900. This is free for you.
- **National Relay Service.** If you're deaf, or have a hearing or speech impairment, choose your call option on the National Relay Service website, then ask for (02) 9071 2900. For example, TTY users call 133 677, Voice Relay users call 1300 555 727 and SMS Relay users text 0423 677 767.
- **Other needs.** Tell us if you need this policy or our letters in another format, more time, or help to explain your complaint. We'll do what we reasonably can.
- **Financial hardship.** If you're having trouble paying, tell us. We'll help you with your complaint and explain our Financial Hardship Policy.
- **Domestic, family or sexual violence.** Tell us the safest way and time to contact you. You don't need to provide evidence. See our Domestic, Family and Sexual Violence Support Policy.

5. How we handle your complaint

5.1 Acknowledgement

We acknowledge your complaint straight away if you call us, or within 2 working days if you email us or use our online form. We give you a unique complaint reference number and tell you how to check on progress. Please quote that number whenever you contact us about your complaint.

5.2 Resolving it quickly

We use our best efforts to resolve your complaint the first time you contact us. If we can't, we resolve it as soon as practicable after that. We treat you fairly and courteously.

5.3 Assessment and investigation

If we can't resolve your complaint straight away, we assess it. We work out what it's about, what you'd like, and whether it's urgent. We then investigate it as far as its seriousness needs. Our services rely on our wholesale suppliers' networks, so we may need information or help from them (see section 13). We stay responsible for handling your complaint.

5.4 Our proposed resolution

We tell you our proposed resolution, and our reasons, within 10 working days of receiving your complaint. For urgent complaints, it's within 2 working days.

We make all reasonable efforts to resolve your complaint in a way that suits any particular needs you've told us about. As far as practicable, we tailor the remedy to the main cause of your complaint and to your circumstances. Depending on the complaint, a resolution might include fixing the problem, correcting your bill, a refund or credit, an explanation or apology, or a change to how we do things. If your complaint shows a wider problem, we also work to fix its cause.

If you ask, we'll confirm our proposed resolution in writing within 5 working days of your request.

5.5 If you don't accept our proposed resolution

Tell us. Within 24 hours, we'll explain how you can escalate your complaint within FlixLink (section 9) and how to take it to the TIO (section 10).

5.6 Carrying out the resolution and confirming it

Once you accept a resolution, we complete everything needed within 5 working days, unless:

- we agree a different time with you, or
- you agreed to do something by a set time and haven't done it yet.

For urgent complaints, we carry out the resolution you accept within 2 working days of receiving your complaint.

We confirm in writing that your complaint has been resolved within 5 working days after we finish investigating it.

5.7 Closing your complaint

We only close a complaint:

- with your agreement
- after you've told us you're not satisfied with its progress or our proposed resolution, we've told you how to escalate it within FlixLink and how to take it to the TIO, and we've dealt with any escalation you asked for
- if we can't reach you after following the steps in section 8.3, or
- if we've decided to stop dealing with it under section 12.

Network outage complaints have their own closing rules (section 11.3). Closing a complaint doesn't stop you taking it to the TIO.

6. Urgent complaints

Section 1 explains which complaints are urgent. You can tell us your complaint is urgent when you make it or at any time after. If we're not sure, we'll ask you questions to check.

When a complaint is urgent:

- we deal with it ahead of other complaints
- within 2 working days of receiving it, we tell you our proposed resolution and, if you accept it, carry it out

- if your complaint is that we're about to disconnect your service without following the proper process, we pause the disconnection while we look into it
- if we disconnected your service by mistake, we reconnect it free.

If you tell us you want your complaint treated as urgent and we don't agree, we'll explain why within 24 hours. We'll also tell you how we prioritise and escalate complaints, and how to contact the TIO.

7. Billing errors and disputed amounts

If your complaint is about a billing error, we resolve it by the end of your next billing period, or within 30 days of receiving your complaint, whichever is sooner. If we got it wrong, we fix it and refund or credit you.

While your complaint about an amount is open, we won't take any credit management action over the amount you're disputing. That means we won't try to collect it, and we won't restrict, suspend or disconnect your service because of it. If the disputed amount is due to be charged to your card automatically, we'll hold it back until your complaint is resolved.

Please keep paying the parts of your bill you're not disputing. If that's hard for you, our Financial Hardship Policy explains the help available. We don't charge late payment fees.

8. Keeping you informed

8.1 Updates

We keep you updated on your complaint using the contact details you prefer. You can ask us for an update at any time.

8.2 Delays

If something will delay your complaint, we tell you as soon as we know. If we don't think we can resolve it within the timeframe that applies (30 days or your next billing period for a billing error, 2 working days for an urgent complaint, or 10 working days for any other complaint), we tell you within that timeframe:

- why it's delayed
- when we now expect to resolve it, and
- the TIO's details, if we expect the delay to be more than 10 working days past the original timeframe. We don't need to do this if the delay is caused by a widespread outage we've already told you about.

8.3 If we can't reach you

If we need to talk to you about your complaint or our proposed resolution and can't reach you, we try at least 5 times, each on a different day, over no more than 10 days. If we still can't reach you, we write to you. We explain that we couldn't reach you and how we tried, and ask you to contact us within a set time of at least 10 working days. If you don't, we may close your complaint. You can still contact us or the TIO later.

9. Prioritising and escalating your complaint

9.1 How we prioritise

We deal with urgent complaints first (sections 1 and 6). We then deal with other complaints according to how serious they are and the effect on you. For example, a complaint about having no service at all comes before a question about a charge. Otherwise, we deal with complaints in the order we receive them.

9.2 How to escalate

You can ask us to escalate your complaint at any time. Just tell the person handling it, or call or email us and quote your reference number. We escalate a complaint whenever your request is reasonable.

If you tell us you're unhappy with our response times or the progress of your complaint, that you don't accept our proposed resolution, or that you want your complaint treated as urgent, we tell you within 24 hours:

- how we prioritise complaints
- how our escalation process works, and
- how to contact the TIO.

9.3 What happens when a complaint is escalated

Within 5 working days of you asking, we assess your complaint and decide whether to prioritise or escalate it. When a complaint is escalated, the business owner reviews it personally. They look at what's happened so far, may ask you for more information, and tell you the outcome and our reasons. If you're still not satisfied, we give you the TIO's details again.

10. The Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

- Phone: 1800 062 058
- Website: tio.com.au
- Online complaint form: tio.com.au/make-a-complaint

The TIO usually expects you to give us a reasonable chance to resolve your complaint first.

We give you the TIO's details:

- within 24 hours after you tell us you're not satisfied with our response times, the progress of your complaint or our proposed resolution, or you ask about other options
- within 24 hours after you ask us to treat your complaint as urgent
- on the next working day after your complaint has been open for 30 days without being resolved, if we haven't already given them to you
- when we tell you about a delay of more than 10 working days past our timeframe (section 8.2), and
- if we decide to stop dealing with your complaint (section 12).

We will never cancel your service just because you couldn't resolve your complaint with us and took it to the TIO or another external dispute resolution body.

We won't start legal action against you about the subject of your complaint while we're handling it, or for 7 working days after we tell you the outcome. We also won't start legal action while the TIO is investigating it.

11. Network outage complaints

This section is our network outage complaints handling process. It works alongside the general process in the rest of this policy.

11.1 What a network outage is

A network outage is a "major outage" or a "significant local outage" under the Telecommunications (Customer Communications for Outages) Industry Standard 2024. In short, it's an unplanned problem with a network that stops:

- at least 100,000 services, or every service on that network in a state or territory, for more than 60 minutes, or
- at least 1,000 services in regional Australia for more than 6 hours, or at least 250 services in remote Australia for more than 3 hours.

11.2 Reporting an outage

Tell us if you can't connect to or use your service. You can contact us:

- by phone on (02) 9071 2900, which is how you can talk to us in real time during an outage
- by email at info@flixlink.com.au
- through the message form on our Contact page, or
- any other way we tell you about during the outage. We add any new contact method to our website within 2 hours of it becoming available.

Some of these may not work if the outage affects them. Reporting an outage is free. Someone else can report it and handle the complaint for you (see section 3).

11.3 What happens

1. **We check for an outage.** We take all reasonable steps to work out, on your first contact where we can, whether a network outage is happening and whether it affects you. We may ask things like your service address or number, which service isn't working, when it stopped, what lights or messages your modem or phone shows, what you've already tried, and whether anyone's health or safety is at risk.
2. **We acknowledge your network outage complaint.** If we have reason to suspect a network outage that affects you, we treat your report as a network outage complaint. On your first contact where we can, we tell you: - that we're treating it as a network outage complaint under this process - your unique reference number and how to check on progress - that the default resolution is restoring your service - how you can contact us in real time during the outage - that we'll try to tell you when your service is restored, and - where on our website you can find this process, our outage updates, what we know about the outage and how it affects our services, and any other remedies, including any offer we make to all affected customers.

As soon as practicable, we also send you a link to this process using a method that works while your service is down, such as an SMS to your mobile or an email. If we can't send a link, we tell you how to find it on our website.

3. **We restore your service.** Restoring your service is the "default resolution". We do everything within our capacity to restore it as soon as practicable, including pressing our wholesale supplier for a fix. 4. **We keep you updated.** We send an update as soon as practicable after anything important changes. In any case, we send updates at least every 6 hours for the first 24 hours of the outage, then at least once every 24 hours until services are restored. We use the same method we first used to tell you about the outage, such as SMS or email. Updates include as much as we know about how big the outage is, its cause, the areas and types of services affected, when our next update is due, and when we expect services to be restored. We also post outage information on our Support page. 5. **We tell you when it's fixed.** When we consider services restored, we tell you. Then, as soon as practicable, we write to you explaining: - how to ask for a resolution tailored to you if you're not satisfied with the default resolution, for example if you think you should get a credit - what to do if your service still isn't working - how to easily get more help, and - any offer we're making to all affected customers, and the deadline to accept it. 6. **If your service still**

isn't working, tell us. We'll take steps to restore it as soon as practicable. 7. **We close your complaint.** We close a network outage complaint once your service is restored. We don't close it until at least 3 working days after we send you the written notice in step 5, unless you tell us your service is working.

11.4 Urgent network outage complaints

Your network outage complaint is urgent if the outage puts your personal safety at risk or creates a serious health risk. Tell us when you report it. We then:

- make all reasonable efforts to help you stay connected during the outage, including looking at alternative or temporary options where they're available
- ask you, within 2 calendar days of sending the written notice in step 5, whether your service is working
- take steps to restore your service within 2 working days if you tell us it still isn't working, and
- don't close your complaint until your service is restored.

If you're in danger, call Triple Zero (000) from any phone that works.

11.5 Timeframes for network outage complaints

Step	Timeframe
Decide whether your report is a network outage complaint, and acknowledge it	On your first contact, where we can
Send you a link to this process	As soon as practicable after we decide
Restore your service	As soon as practicable
Updates	As soon as practicable after a material change, and at least every 6 hours for the first 24 hours, then at least once every 24 hours until restored
Tell you your service is restored	As soon as practicable after we consider services restored
Written follow-up notice (step 5)	As soon as practicable after we tell you services are restored
Urgent: check whether your service is working	Within 2 calendar days of the follow-up notice
Urgent: act if your service still isn't working	Within 2 working days of you telling us
Close the complaint	Not earlier than 3 working days after the follow-up notice, unless you confirm your service is working. Urgent complaints: only once your service is restored

11.6 If you're not satisfied with the default resolution

You can make a complaint under our general complaints process in sections 1 to 10, for example to ask for a credit for the time you were without service. We record it as a separate complaint and link it to your network outage complaint.

11.7 Natural disasters

If an outage is mainly caused by a natural disaster, the law says the steps in this section don't apply. We'll still publish information about the outage on our website, help where we can, and handle any complaint under our general complaints process.

11.8 Outage information

- Our procedures for communicating with customers during outages are on our Support page.
- For nbn® services, you can also check nbn's outage register.

12. When we may stop dealing with a complaint

Very rarely, we may decide not to deal further with a complaint. We'll only do this after careful consideration and review by the business owner, and only if we reasonably conclude that:

- there's nothing more we can do to resolve it or to help you, and
- the complaint, or the way it's being made, is frivolous or vexatious.

If we decide this, we tell you our reasons and give you the TIO's details within 5 working days of deciding. If you ask, we confirm this in writing within 5 working days of your request. After that, we may not accept new complaints about the same or similar issues. You can still take the matter to the TIO.

13. Help from our suppliers

Our services use networks and systems run by our wholesale suppliers and by nbn. If we need a supplier's help to resolve your complaint, we first work out the likely cause, then ask the supplier promptly. We explain the issue and the timeframes in this policy. You don't need to deal with our suppliers yourself.

14. Your privacy and our records

We keep a record of each complaint, including:

- your name and contact details, and your representative's if you have one
- your complaint reference number
- what the complaint is about
- the results of our investigation, our proposed resolution and our reasons
- your response
- the agreed resolution and what we did to carry it out
- copies of our correspondence with you about the complaint.

For network outage complaints, we also record when we received your report, decided it was a network outage complaint, acknowledged it, sent you the follow-up notice and closed it, the outage updates we sent you, and whether you were satisfied with the default resolution.

We keep these records for at least 2 years. We protect them from misuse, loss and unauthorised access, and securely destroy them when we no longer need them. We give them to the Australian Communications and Media Authority (ACMA) if it asks in writing.

We only use and share information about your complaint to handle it, for example with our suppliers, the TIO or the ACMA, with your consent, or where the law requires or allows it. Our Privacy Policy explains how we handle personal information.

15. How we make sure this policy works

- **Responsibility.** Our most senior executive has approved this policy, including our network outage complaints process, and is responsible for how it works. The business owner oversees our complaints handling day to day.
- **Our people.** Everyone who deals with customers can access this policy and our internal procedures, and understands them and their role. We alert them as soon as practicable when we suspect a network outage that affects our customers.
- **Learning from complaints.** At least every 3 months, we analyse our complaints to find and fix common or systemic problems. At least every 12 months, we review this policy and our network outage process to check they work well and meet the Standard. We record what we find and fix any problems as soon as practicable. Significant issues go to senior management.
- **Where you'll find this policy.** Our home page and our Support page have clear links labelled "Complaints" that lead to this policy and our complaint contact details. Our home page also links to how to contact us to report an outage.
- **On your bills.** Every bill shows how to contact us to make a complaint, more prominently than the contact details of any other organisation on the bill.

16. Related policies

- Customer Terms
- Financial Hardship Policy
- Domestic, Family and Sexual Violence Support Policy
- Privacy Policy
- Account Security and Scam Protection Policy
- Critical Information Summaries
- Support

17. Contact us

- Phone: (02) 9071 2900
- Email: info@flixlink.com.au
- Website: flixlink.com.au
- Flixlink Broadband Pty Ltd, ABN 44 669 575 679, trading as FlixLink Telecommunications