

# Complaints Handling Policy

We aim to provide the highest level of customer service including the handling of complaints. This policy is compliant with the Telecommunications Consumer Protection Code on Complaint Handling. Our aim is to provide an effective mechanism for handling customer complaints.

Our Customer Service Team will be your first point of contact within Spin; whether you wish to register a complaint about technical difficulties, billing problems, Spin staff, or you merely want information about Spin services. This is accessible to all customers, including those with disabilities and special needs. To access our Customer Service Team regarding all our services and products please call 1300 303 375. Our Customer Service Representative will identify themselves by their first name so you know with whom you are speaking.

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 which customers may have "on the spot". Senior management will support agreements reached with customers by our Customer Service Representatives.

It may not always be possible to resolve a complaint on the first call. For example, records have to be reviewed or enquiries made with our suppliers or agents. Complaints that cannot be resolved during the first call will be resolved within time frames agreed with the customer and the customer will be given a unique "Call ID" for reference. Complaints that have not been resolved within the agreed time frames will be reviewed by a Supervisor.

If you are not satisfied with the way in which the Customer Service Representative handled your complaint, you can lodge a written complaint to Spin Senior Management:  
by email to: [complaints@spin.net.au](mailto:complaints@spin.net.au)  
or by post to: Spin Complaints, PO Box 169, St Peters, NSW, 2044.

An email acknowledgement will be made within five working days after receiving your letter or e-mail with a time frame for investigating and resolving your complaint.

If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you are entitled to ask the Telecommunications Industry Ombudsman (TIO) to assist. The TIO describes itself as an office of "last resort" for telecommunications subscribers with complaints. It only takes up a complaint if the customer has first tried to resolve it with the company and has taken reasonable steps to resolution such as co-operating with normal fault finding procedures or communicating problems in a timely and appropriate manner.

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

Nothing in this Policy limits or detracts from your rights under the Standard Terms and Conditions for your service, the Telecommunications Act, or any other laws. You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights.