



Complaints Escalation Process

Our Principles

Our complaints escalation process is designed to encourage the efficient resolution of your issue at the first point of contact. While we continually aim to provide you with high levels of customer service, we recognise that you may wish to express dissatisfaction with our products, services, staff or procedures.

Our complaints escalation process complies with the requirements of the Telecommunications Consumer Protection Code C628:2015 (TCP Code) and responsibility for compliance with the process lies with our Managing Directors.

Note: If you would like to nominate an authorised representative to make a complaint on your behalf, please authorise them during your first contact with us. A representative is someone who can speak to us on your behalf in relation to your account.

A representative can:

- Access billing/account related information such as passwords.
- Lodge faults.
- Make changes to the account in any way, shape or form.
- Cancel or remove any services.

Free of Charge

In most instances, we will not charge you for dealing with your complaint, and we will never charge you without advising you first.

We may charge you to recover our costs in very specific circumstances only, i.e. we may charge you where you request information that was collected more than two years ago or where you request information that is not free of charge as per our Standard Form Customer Contract or our Critical Information Summary.

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).

How to Make a Complaint

If you wish to make a complaint, please contact a Customer Service Representative via any of the following methods:

In Person: 218B Lester Avenue, Geraldton WA 6530

Phone: 08 9964 5464 (Hours of operation are 8:30am to 5:00pm, Monday to Friday and Saturday between 8:30am and 12:00pm)

Post: Node1 Internet, PO Box 2778, Geraldton WA 6531

Email: customerservice@node1.com.au

If you are calling us from a landline, your call is charged at the local rate. Note that calling us from a mobile may be more expensive.

We can also assist with formulating, lodging and progressing your complaint if you request this.

Urgent Complaints

Your complaint will be treated 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, or
- You are receiving Priority Assistance (e.g. because of a severe medical condition) for the service you are complaining about.

In this case, we will agree with you on how to address the issue and implement all required actions to resolve the issue within 2 working days. If there is a delay, we will provide you with an explanation why as well as a new approximate timeframe. If it is a longer delay we will also inform you about your options for external dispute resolution such as the TIO.

What We Will Do

A Customer Service Representative will acknowledge your complaint immediately if you complained in person or over the phone, and within 2 working days if you lodged your complaint via any other method.

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 provide you with an approximate time frame for resolving your complaint. You can follow up on the progress of your complaint by calling us on 08 9964 5464 or by emailing customerservice@node1.com.au.

Our goal is to resolve your complaint during your first contact with us. Unfortunately this is not always possible as we may need to investigate the matter further. We will then come to a resolution with you and advise you accordingly within 15 working days of receiving your complaint. We will also advise you in writing if requested to do so.

Occasionally it may take longer than 15 working days to investigate your complaint and in this case we will provide you with an explanation and a new approximate timeframe. If the delay is more than 10 working days (and is not the result of a Mass Service Disruption) we will also inform you about your options for external dispute resolutions such as the Telecommunications Industry Ombudsman (TIO).

Once a resolution is agreed on, we will implement all actions required to resolve the issue within 10 working days, unless you agree otherwise or unless you have not done something we required you to do in order to proceed further.

Escalation

If a Customer Service Representative is unable to resolve a complaint it can be escalated to a Customer Service Manager or an appropriate alternative senior member of staff. The Customer Service Manager will review the complaint and respond within 2 working days to attempt to resolve the complaint.

Further Options

If a Customer Service Manager is unable to resolve a complaint to your satisfaction, as a last resort we may recommend you contact the Telecommunications Industry Ombudsman (TIO) for independent advice. The TIO is an office of last resort and deals with complaints that consumers have not been able

to resolve with their telephone or internet company after exhausting all possible avenues directly with the company.

Node1 Internet asks that if you do have a complaint, you allow us the opportunity to resolve the issue through all possible internal resources before contacting the TIO as we have found complaints dealt with internally are resolved in a timelier manner than those mediated via the TIO. The services of the TIO are free of charge.

The TIO can be contacted via the following means:

- Telephone: 1800 062 058 or 03 8600 8700
- Fax: 1800 630 614 or 03 8600 8797
- Email: tio@tio.com.au
- Online: <https://www.tio.com.au/making-a-complaint>

Alternatively you can contact the Office of Fair Trading in your state or territory.