

COMPLAINT HANDLING POLICY



At MyRepublic, we are committed to handling any complaints about our services in an objective, efficient and fair manner. If you are dissatisfied about any aspect of our services, you have the right to make a complaint to us. We will handle your complaint in accordance with this policy.

How do I make a complaint?

To make a complaint, you can contact us in any one of the following ways:

By phone:	1300 130 888
By mail:	MyRepublic Pty Ltd PO BOX 7081 Alexandria, NSW 2015
By email:	customerservice@myrepublic.com.au

If you have hearing difficulties, please contact us in writing. If English is not your first language we will try to assign a Customer Service representative who speaks your language. If you are disadvantaged, we can help you to formulate a complaint, or you may assign a family member, friend or other person as an advocate or authorised representative on your customer account, and that person may lodge a complaint on your behalf.

What happens next?

Once you have contacted us, we will do everything possible to answer your question or provide a suitable solution while you are on the phone. We will give you a unique identification number so you can track your complaint and you can contact us at any stage to check on the status of your complaint. We will not implement a proposed resolution to your complaint until we have discussed it with you and you accept it.

If we can't resolve your complaint, or you're not happy with the answer we provide, you can escalate your complaint to a Customer Service Team Leader. If you are still unsatisfied with the result, you can escalate

your complaint to our Customer Service Manager. We will investigate your complaint and respond in writing or by phone.

How soon do we acknowledgement and respond to complaints?

When we receive a complaint over the telephone, we acknowledge it as a complaint immediately. If we receive a complaint as a recorded message, we call you back within one working day. When we receive a complaint in writing, we acknowledge it within two working days. We aim to resolve all complaints within two working days. If a complaint is escalated to a Customer Service Team Leader we allow five working days. If a complaint is escalated to the Customer Service Manager we allow 10 working days.

We immediately escalate urgent complaints to a Customer Service Team Leader, who takes personal responsibility for resolving the urgent aspects of the complaint within two working days.

We consider your complaint to be urgent if:

- it is about a fault that could potentially endanger your safety;
- the issue would cause us to disconnect your service within seven days;
- the issue could lead to you experiencing financial hardship.

What is the Telecommunications Industry Ombudsman?

In the unlikely event that we cannot resolve your complaint to your satisfaction, you then have the option to forward your complaint to the Telecommunications Industry Ombudsman (TIO). Please note the TIO will only accept cases in which you have first tried to resolve the issue with us directly. The contact details for the TIO are as follows:
Telecommunications Industry Ombudsman
PO Box 276
Collins Street West
Melbourne VIC 8007
Phone: 1800 062 058
Fax: 1800 630 614
Email: tio@tio.com.au