

Elevate Internet

Complaints Handling Document

1) Introduction:

- a) Welcome to Elevate. We are committed to protecting your privacy and handling your personal information in a transparent and secure manner in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Elevate aims to provide our customers with the best possible service. If you haven't received the service, you expected, or you would like to suggest we always appreciate your feedback.
- b) A complaint means an expression of dissatisfaction made to us in relation to our products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you. Contacting Elevate to request support or to report a service difficulty is not necessarily a complaint.

2) Level 1 customer support:

- a) Elevate Customer Service is the level 1 customer support and main point of contact for questions regarding your account or for information about our services.
- b) If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist.
- c) Our customer service staff can be contacted by:
 - i) Email - support@elevateinternet.com.au
 - ii) Phone - 1300 159 250

3) Making a complaint:

- a) If our Customer Service or Technical Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint.
 - i) You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team by email - support@elevateinternet.com.au
- b) You may nominate an authorized representative or advocate to liaise with us on your behalf.
- c) If you need assistance with understanding this process or lodging a complaint, please let us know.
 - i) This includes consumers with a disability or those who are suffering hardship or are from a non-English speaking background.

4) What we will do next:

- a) We will acknowledge a complaint immediately on the phone or within 2 business days of receiving it and provide you a reference number.
- b) Where possible, our level 1 Customer Service and Technical Support teams will resolve your complaint upon first contact.
- c) Where they have been unable to do so, our Customer Relations team will take over management of the complaint and resolve your complaint within 15 business days of receiving it, depending on the complexity of your complaint.
- d) We will let you know any reasons for delay and a specific timeframe for resolution.
- e) We will keep you updated with the status of your complaint, and you may contact us either by phone or by email with your reference number to request a status update.
- f) Please note that Elevate is unable to implement any resolution until you have accepted it.
- g) You will find most matters can be handled by Elevate's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint.

5) Further options:

At any time, you can contact the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is a free, independence service that helps with phone and internet complaints. The TIO may be able to assist you where you are unhappy with the information we have given you,

the time it takes for us to response, or the way we respond. To find out more about how the TIO can assist you:

Phone – 1800 062 058

Email – tio@tio.com.au

Webpage – www.tio.com.au