

bVivid - Complaint Handling Process – Summary

Our principles:

You have a right to complain, and if you do we will deal with your complaint in a fair, efficient, objective manner and through a transparent process.

We strive to solve any problems you may have during your first contact with us.

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2015 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Officer.

Free of charge:

We will not charge you for dealing with your complaint in most instances, and we will never charge you without telling 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 complain, please contact us regarding any aspect of your account or dealings with bVivid. We urge you to telephone Customer Service in the first instance on 1300 833 177. Our Consultant will give you their name so you know with whom you are speaking. Our customer care team is available from 8am to 8pm (Monday - Friday) AEST. Alternatively you may write to us care of the address noted below.

Our objective is to resolve the vast majority of enquiries of complaints during your first contact with us.

If you prefer to put your complaint in writing, we will respond to your letter by telephone and will confirm any details in writing if you request us to do so.

Should you not be satisfied with the response tendered to you, your complaint can be escalated to the Customer Operations Disputes team. You can forward your correspondence via mail to:

Customer Operations Disputes Team

bVivid Pty Ltd

PO Box 24248

Melbourne Vic 3001

Alternatively, you can email your matter to them at support@bvivid.com.au

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

We will help you formulate, lodge and progress your complaint if you so request.

Of course you can appoint an authorised representative or advocate to make a complaint on your behalf. For help with how to appoint an authorised representative, please download <http://bvivid.com.au/policies/appointment-of-advocate>

What we will do:

Acknowledge...

We will acknowledge your complaint immediately if you complained in person or talked to us over the phone, and within 2 working days if you have lodged your complaint through any other channel including where you left a message on our answering machine (e.g. outside our office hours).

When we acknowledge your complaint we will give you a unique reference number or similar to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by calling 1300 833 177.

...And Solve

Our goal is to always fix your problem during your first contact with us.

Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 working days to investigate your problem and in this case we will explain why and give you a new expected timeframe.

If the delay is a further 10 working days or more (and is not the result of a Mass Service Disruption) we will also inform you about your options for external dispute resolution such as engagement with the Telecommunications Industry Ombudsman (TIO).

We will implement all actions required to fix your problem within 10 working days once an acceptable resolution has been put forward unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

Where a complaint is resolved, we will send you a confirmation of the resolution of the complaint within 5 working days of the complaint being closed.

What if your complaint is urgent?

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
- if your service has been disconnected or is about to be disconnected and due process has not been followed, or
- if 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 fix the issue within 2 working days. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is a longer delay also inform you about your options for external dispute resolution such as the TIO.

If you are unhappy with our efforts:

If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissatisfied, we will inform you about your options for external dispute resolution such as with the TIO.

We will never cancel your service only because you have contacted an external dispute resolution scheme.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

The services of the TIO are free of charge.