

Telstra - Complaints and Dispute Resolution Policy

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Telstra Standard Complaints and Dispute Resolution Policy

Overview

While we strive to deliver a world-class service to our customers, we aren't perfect and understand that at times we get things wrong. We want to resolve any problems or concerns you have about our products or services in a timely and satisfactory manner. We analyse complaints we receive at least every 3 months to identify recurring problems and issues so that we can make our products and services better in the future.

We are committed to an effective complaints management process in compliance with the standards set out in the Australian Standard Guidelines for complaint management in organisations (AS/NZS 10002:2014).

What is a complaint?

A complaint is any expression of dissatisfaction or grievance made to us about any of our products and services including in relation to your self-read of your energy meter, or the way we've managed a complaint.

We handle the following complaints as "urgent" and aim to resolve them within two (2) working days of receiving your complaint:

- a) complaints from customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer's financial hardship;
- b) complaints relating to the actual or proposed disconnection of a service or de-energisation of the customer's premises where we haven't followed the right processes; and
- c) complaints from a customer registered for Life Support Equipment.

Who can make a complaint?

Anyone can make a complaint and we ensure that all complaints are dealt with efficiently, objectively and fairly. We will not treat you any less favourably, cancel your service or de-energise your premises because you have made a complaint to us or pursued external dispute resolution options.

How to make a complaint

Telstra will treat your complaint respectfully and handle all personal information in accordance with our privacy policy visit <https://www.telstra.com.au/privacy>

If you would like to make a complaint, please contact us by one of the methods below. If you have a complaint that is "urgent" or about emergency issues, we recommend that you contact us by either phone or in store.

- a) **Phone:** Please call the appropriate number and say "complaint"
 - Personal Services: 13 2200

- Calls from Outside Australia: +61 2 9396 1193
 - TTY Calls: 1800 808 981
- b) **Email:** Please complete our [online complaints form](#)
 - c) **MyTelstra App:** You can access messaging and raise a complaint by sending a message
 - d) **Mail:** Please send your complaint to Telstra, Locked Bag 20026, Melbourne VIC 3001
 - e) **Fax:** Please fax your complaint to 1800 753 949
 - f) **Store:** You can also make a complaint at any of our stores. You can find our stores by using our store locator www.telstra.com.au/store-locator/

Disability services

If you have a disability and need help making a complaint or understanding our complaint handling process, you can also contact us using one of the following options.

- a) **Live Chat:** You can initiate a conversation online with us using Live Chat: <https://www.telstra.com.au/chatnow/landing>
- b) **Online:** www.telstra.com.au/abouttelstra/commitments/disability-services/contact-us/
- c) **Relay Service:** You can contact us through the National Relay Service on 13 3677 or by using the Internet Relay Service www.relayservice.com.au/

Translating and interpreting services

If you need assistance calling us in your language, Telstra's Multilingual Service offers an Interpreting Service:

- a) You can phone 1800 241 600 between business hours / 8am to 6pm (AEST) during Monday to Friday in your language
- b) If you're outside of these hours, please call 131 450

What happens after you make a complaint

We're committed to acknowledging complaints and resolving them as soon as possible.

After we receive your complaint, we'll acknowledge the complaint immediately if the complaint is made by phone or in store, otherwise within two (2) working days and will give you:

- a) A unique complaint reference number
- b) An estimated timeframe for when we'll resolve your complaint
- c) Details on how you can get information about our complaint handling process

If your complaint is about your energy distribution system or customer connection services, we will refer you and/or your complaint to your energy distributor who will be able to help you resolve the complaint.

How you can monitor your complaint

While your complaint is being investigated, we'll provide you with progress updates so you know what's happening. You can also contact us to check the progress of your complaint.

The steps we take to resolve complaints

- a) We'll try to resolve your complaint at the time it's raised. However, if we need to investigate it further, we'll aim to resolve it within fifteen (15) working days from receiving your complaint. When it comes to "urgent" complaints, we aim to resolve them within two (2) working days from receiving that complaint. If we can't resolve your complaint within those timeframes, we'll contact you and explain the reason for the delay and give you a new timeframe for resolution.
- b) When we can propose a resolution to your complaint, we will contact you.
 - If we cannot contact you on multiple attempts, we will write to you inviting you to contact us to discuss the complaint within a specific timeframe (no less than ten (10) working days from the correspondence).
 - If no response is received from you after that specified timeframe, we may close the complaint.
 - If you contact us within six (6) months after we closed the complaint because we have been unable to contact you, we will reopen the complaint and continue our investigation.
- c) If you accept our resolution, we will implement that resolution within ten (10) working days or as otherwise agreed with you at a later date and close your complaint.
- d) If you request, we will provide written confirmation of the resolution of a complaint within five (5) working days.

What happens if you're not happy with the outcome?

If you're not happy with how your complaint has been resolved, you have a number of options:

- a) You can ask us to escalate the complaint and review the resolution you were offered. This may involve an escalation to the next level of management or the appointment of a case manager in one of our specialised teams.
- b) There are also some external dispute resolutions available to you if we have not been able to resolve your complaint. This includes making a complaint to:

For energy related issues:

Jurisdiction	Energy Ombudsman	Contact details
New South Wales	Energy and Water Ombudsman NSW	1800 246 545 www.ewon.com.au
Queensland	Energy and Water Ombudsman Queensland	1800 662 837 www.ewoq.com.au

South Australia	Energy and Water Ombudsman SA	1800 665 565 www.ewosa.com.au
Victoria	Energy and Water Ombudsman Victoria	1800 500 509 www.ewov.com.au

- You always have the right to contact the Energy and Water Ombudsman at anytime for free independent advice and assistance. The Energy & Water Ombudsman in each state is a free and independent service that can provide information, advice and assistance to customers with concerns about their provider. All customers have the right to contact the Energy & Water Ombudsman at any time, however, we do hope you will contact us directly to allow us the opportunity to rectify any issue.
- For competition or consumer law issues, you can also contact the Australian Consumers Competition Commission (ACCC).