



Complaint Handling Process



Telstra's Complaint Handling Process

We are committed to acknowledging and resolving complaints as quickly as possible. We aim to minimise waiting times, avoid unnecessary call transfers, and ensure you don't have to repeat your issue to multiple people.

What is a complaint?

A complaint is any expression of dissatisfaction or grievance made to us about any of our products and services, or the way we've managed a complaint. We don't automatically treat the first time you contact us to request information, support or report a fault or service difficulty as a complaint, however we will if you ask us to. If we're unsure if you want to make a complaint, we'll ask you. If you or your representative contact us and are not happy about our products or service, we will ask if you want to have your concern managed as a complaint.

Types of complaints

Complaints are classified into different categories, and how we manage and prioritise these will depend on the type of complaint. While we try to resolve all complaints in a timely manner, some complaints take priority over others.

Urgent Complaints

We will attempt to resolve urgent complaints within two working days. Urgent complaints include:

- a) Where the complaint is made by a person who is a financial hardship customer and has applied, or entered into an arrangement, for financial hardship assistance;
- b) Where the complaint relates to the disconnection or imminent disconnection of a customer's Telstra service where we have not followed the right process in disconnecting their service; and
- c) Where the complaint relates to a Priority Assistance customer, and their fixed voice service.

Network Outage Complaints

If you contact us to report your service is not working, and we determine the likely root cause of that is due to a network outage under the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018*, then we will manage this interaction as a Network Outage Complaint.

Urgent Network Outage Complaints

Your network outage complaint will be treated as urgent if you let us know that the outage poses a serious risk to your health or personal safety. It will also be considered urgent if you are a Priority Assistance customer and the outage is affecting your fixed voice service.

Who can make a complaint?



Anyone has the right to make a complaint, and you can also nominate someone to make a complaint on your behalf. We ensure that all complaints are dealt with efficiently, objectively, and fairly. We will not charge you to make a complaint.

We are here to help you with your complaint, whether you have accessibility needs, come from a non-English speaking background, or are experiencing financial hardship and have applied for assistance. We will support you every step of the way to help you make and lodge a complaint and make sure your complaint is heard and addressed

Note: The scope of this Process is predominately for Consumer and Small Business Customers, for larger businesses or Enterprise customers, you will need to contact to your account contact or representative.

When making a complaint

We are committed to acknowledging and resolving a complaint as soon as possible. When you make a complaint over the phone, or in-store we will immediately give you:

- a) A unique reference number so you can identify and follow up on your complaint;
- b) An estimated timeframe for when we will resolve your complaint;
- c) Details on how you can get information about our complaint handling process; and
- d) Instructions about how to monitor your complaint.

In addition, we will inform you of external dispute resolution options available to you (such as the TIO).

Where a complaint is made by email or by post we will attempt to get this information to you within two working days of receiving your complaint.

How you can monitor your complaint

While your complaint is being investigated, we will provide you with progress updates, so you know what is happening. You can also contact us to check the progress of your complaint using the unique complaint reference number that we provide you when your complaint is acknowledged.

The steps we take to resolve complaints

We will assess and try to resolve your complaint at the time it is raised. However, if we need to investigate it further, we will aim to resolve it, or tell you what we are doing to resolve it, within ten working days.

If your complaint relates to a billing error, we'll do our best to fix it before your next bill is due—or within 30 days, whichever is sooner.

When it comes to urgent complaints, we aim to resolve them within two working days of being received.



The time we spend investigating a complaint is determined by its seriousness and complexity, and we are committed to resolving complaints as soon as possible. Our investigation process begins as soon as we become aware of your complaint.

We will contact you or your nominated representative regarding your complaint. We will make multiple attempts on consecutive days to contact you. Once we make contact, we will propose a resolution to your complaint.

If we cannot contact you or your representative, we will write to you stating we were not able to contact you, provide details of those attempts and invite you to contact us within 14 business days, where we will reopen the complaint and continue our investigation.

If you contact us more than 14 business days after closure of the complaint (where we have been unable to contact you), we will create a new complaint case and commence investigation, although information from your original complaint will be linked to the new complaint.

Should you wish to accept our resolution, we will aim to complete all steps to implement that resolution within five working days or two working days for urgent complaints. We will only implement the resolution or close your complaint once you have agreed to it.

Sometimes, we might not be able to resolve a complaint within the timeframes set out above. If that is the case, we will contact you, explain the reason for the delay, give you a new timeframe for resolution, and advise you on your right to external dispute resolution, if the expected delay will be longer than 10 working days. We will also inform you of your external dispute resolution options if your complaint is not resolved within 30 calendar days.

Once we have resolved your complaint, we will provide written confirmation that your complaint has been resolved within five working days.

Network Outage Complaints

If you are likely affected by a network outage, we will attempt to notify you of the outage as soon as practical via SMS, email, or the My Telstra App. We will also have information available on our website and social media pages. These notifications may include our estimations on the scale of the outage, the likely cause, what area and services are affected, and any estimated timeframe for resolution.

If you or your nominated representative contact Telstra to report a service outage, we will first check whether a network outage may be the cause. We may also ask you to troubleshoot or provide further information (e.g. the symptoms experienced) to help us determine if this is the case. If we find that you are impacted – or likely to be impacted – by a network outage that was not caused by a natural disaster (like a bushfire or a storm), we will treat your report as a **network outage complaint**.

This means that your complaint will follow a different process from other complaint types. Our focus will be on restoring your service as quickly as possible and keeping you updated along the way. Through this process, you can check for updates about the outage at telstra.com.au/outages.



At the time we receive a report relating to a service outage, we'll attempt to determine whether it qualifies as a **network outage complaint**. Here's what you can expect next:

1. If you contact us using a real time method (e.g. call or message us) we will acknowledge your network outage complaint immediately. If you use a non-real time method (e.g. mail us) this acknowledgement may take a number of days.
2. We'll provide you with a unique reference number, explain how to track your complaint, and outline the next steps.
3. Our top priority will be to resolve your network outage complaint by restoring your service as soon as practical. How long this is likely to take varies greatly depending on the nature of the outage. We will attempt to keep you informed with regular updates at least every 6 hours on the first day of the outage. If the service is not restored by then, we will provide daily updates until it is. Any updates will include any progress we have made towards fixing the issue. We will notify you as soon as reasonably practicable after the network outage is restored.
4. Your complaint will be considered resolved once the outage is fixed and we have informed you about it. Before we close the network outage complaint, we will also give you at least 3 business days to let us know if you are not satisfied with the resolution and provide you with the next steps available.
5. If your network outage complaint is classified as urgent, we will attempt to confirm that your issue has been addressed before we close the complaint.
6. If you are not satisfied with our resolution or believe the issue is still unresolved, you have the right to make a complaint using our standard complaints process or escalate it using the options below.

What happens if you are not happy with the outcome?

If you are not happy with the outcome of your complaint or network outage complaint, you have several options.

You can ask for 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. We will escalate your complaint if you ask to speak with a manager, if we are not sure how to resolve the complaint or if we become aware that you aren't satisfied with the outcome of your complaint.

If you are dissatisfied with the progress or outcome of your complaint or enquire about your options to pursue a complaint further; we will advise you of Telstra's internal escalation process and external dispute resolution options available to you, within 24 hours.

If you request that your complaint be managed as a priority or be escalated, we will assess the request under the urgent criteria and prioritise or escalate where appropriate, within five working days.

There are also some external dispute resolutions available to you. If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman (TIO), which is a free and independent service. You can do this by calling 1800 062 058 or online via their website www.tio.com.au



We will not cancel your service for the sole reason that you were unable to resolve the complaint directly with us and pursue options for external dispute resolution.

Frivolous or vexatious complaints

Telstra will not dismiss complaints as frivolous or vexatious without exhausting all possible options to resolve and escalating in accordance with our processes. Telstra will inform you of the decision not to investigate within five working days of making such a decision and advise you of the reasons for our decision and options for external dispute resolution, including the TIO.

How to make a complaint

If you need to make a complaint or service outage report, or would like to check the progress of a complaint, please contact us by one of the following methods:

Method	How to contact us
Phone	Please call the appropriate number and say “complaint” – available 24/7
	Personal Services: 13 22 00
	Business Services: 13 22 00
	Calls from Outside Australia: +61 439 12 5109
Online	Online complaints form or go to https://www.telstra.com.au/contact-us/feedback-complaints/make-a-complaint - available 24/7
Email	telstracomplaints@team.telstra.com – available during business hours (9am to 5pm) - Monday - Friday
Mail	Telstra, Locked Bag 20026, Melbourne VIC 3001
Store	You can also make a complaint at any of our stores. You can find our stores, and their opening hours, by using our store locator www.telstra.com.au/find-us
Chat with Us	Via the My Telstra app or go to www.telstra.com.au/mytelstra – available between 8am and 9pm Monday – Friday, Saturday and Sunday 9am to 6pm
First Nations Services	
Phone	Contact our First Nations Connect Team on - 1800 444 403 Monday to Friday 9am – 5pm (around Australia)
Email	firstnationsconnectcomplaints@team.telstra.com
Disability Services	
If you are living with a disability and need help making a complaint or understanding our complaint handling process, you can also contact us using one of the below	
Online	https://www.telstra.com.au/accessibility-and-disability



Relay Service	You can contact us through the National Relay Service Monday to Friday 9am – 5pm (around Australia) on 13 36 77 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.	
Phone	<ul style="list-style-type: none">• Telstra's Multilingual Service (during business hours – 8am – 6pm AEST) 1800 241 600• Outside of Business Hours, call 131 450.