

HANDLING OF CUSTOMER COMPLAINTS

SIMplus Statement on Customer Service Standards

INTRODUCTION

SIMplus aims to provide the highest level of customer service, which includes the handling of complaints. This statement outlines SIMplus' procedures for the handling of customer complaints in relation to our products and services.

YOUR LEGAL RIGHTS

Nothing in this Statement of Customer Service Standards limits or detracts from your rights under the Standard Terms and Conditions for your service, the Telecommunications Act, the Trade Practices Act or any other laws.

You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights.

However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties

COMPLAINT HANDLING PROCEDURES – HOW SIMPLUS HANDLES COMPLAINTS

SIMplus aims to provide an efficient, fair and accessible mechanism for handling customer complaints.

SIMplus Customer Service will be your main point of contact within SIMplus whether you wish to register a complaint about technical difficulties, billing problems, SIMplus dealers and staff, or you merely want information about SIMplus services.

Our aim is to ensure that our complaint handling process is accessible to all customers.

Please call us on 1300 767 767.

Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy.

Each person you deal with at SIMplus Customer Service will identify himself or herself by their first name so you know with whom you are speaking.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries, which customers may have "on the spot".

Senior management will stand behind agreements reached with customers by our Customer Service Representatives.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with SIMplus dealers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within time frames agreed with the customer.

To provide a check on the handling of complaints, SIMplus supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution has been reached
- Call back a cross section of customers to discuss the handling of the complaint by SIMplus, with a view to understand how we can do better; and
- Review all complaints, which have not been resolved within agreed time frames and determine what action is needed to resolve those complaints quickly.

HOW TO APPEAL TO SIMPLUS SENIOR PERSONNEL

If you are not satisfied with the way in which the Customer Service Representative handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

If you are dissatisfied with the supervisor's handling of the complaint, you can request that more senior SIMplus personnel review the complaint.

COMPLAINTS IN WRITING

SIMplus prefers to deal with complaints and enquiries by telephone as this usually allows a quicker resolution.

However, if you wish to lodge a written complaint, you can forward your correspondence to:

Customer Relations Team
SIMplus Mobile Pty Ltd
Locked Bag 7750
CHATSWOOD NSW 2067

A verbal or written acknowledgement will be made within five working days after receiving your letter with a time frame for investigating and resolving your complaint.

TAKING APPEALS OUTSIDE SIMPLUS

SIMplus believes that its internal appeal process will provide the most effective and quickest way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the SIMplus review process before contacting the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO, then you may wish to raise it with the Australian Communications and Media Authority (ACMA).

To lodge a complaint with the TIO you can call on 1800 062 058 or write to –

TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007