

1. INTRODUCTION

Fibre Up Pty Ltd is committed to providing high-quality customer service and resolving complaints in a fair, transparent and timely manner.

This Complaints Handling Policy explains how you can make a complaint and how we will manage and resolve it. The policy applies to all Fibre Up telecommunications services, including wireless and Fibre to the Premises (FTTP) internet services.

This policy is designed to comply with:

- the *Telecommunications Consumer Protections (TCP) Code*;
 - the *Telecommunications Act 1997 (Cth)*;
 - Australian Communications and Media Authority (ACMA) requirements; and
 - Telecommunications Industry Ombudsman (TIO) expectations.
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2. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction made to Fibre Up about our telecommunications products, services, or complaints handling process, where a response or resolution is explicitly or implicitly expected.

The following are **not automatically complaints**, unless you ask us to treat them as such:

- a request for information;
 - a request for support or fault reporting.
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3. HOW TO MAKE A COMPLAINT

You can make a complaint using any of the following methods:

- **Phone:** 1300 001 294
- **Email:** info@fibreup.com.au
- **Post:** PO Box 3906, Mosman NSW 2088

You may make a complaint yourself or appoint an **authorised representative or advocate** to act on your behalf.

We will not charge you for making a complaint.

4. OUR COMMITMENT TO YOU

When handling complaints, Fibre Up will:

- make our complaints process accessible, including for customers with disabilities or special needs;

- treat complaints fairly, consistently and confidentially;
 - acknowledge complaints promptly;
 - keep you informed of progress and expected timeframes;
 - prioritise urgent complaints (including financial hardship or disconnection risk);
 - resolve complaints as quickly as reasonably possible;
 - use complaint data to improve our services.
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5. COMPLAINT HANDLING PROCESS

Step 1 – Acknowledgement

- We will acknowledge your complaint **within 2 business days**.
- You will be given a **reference number** for your complaint.

Step 2 – Investigation

- We aim to resolve most complaints at first contact.
- If investigation is required, we will assess the issue and may request further information.
- We will keep you informed of progress and expected resolution timeframes.

Timeframes

- We aim to resolve complaints **within 30 calendar days**.
- Complex complaints may take longer. If so, we will explain why and provide regular updates.

Urgent Complaints

Complaints will be prioritised where:

- you are experiencing financial hardship;
- your service is at risk of disconnection;
- the complaint involves health or safety issues.

Where possible, urgent complaints will be resolved within **2 business days**.

6. ESCALATION

If you are not satisfied with the proposed resolution:

- you may request escalation to senior management;
 - we will review the complaint independently where possible and respond promptly.
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7. OUTCOME AND IMPLEMENTATION

- We will advise you of the outcome of your complaint.
- If you accept the resolution, we will implement it **within 10 business days**, unless otherwise agreed.

8. EXTERNAL DISPUTE RESOLUTION – TIO

If your complaint is not resolved to your satisfaction, you may contact the **Telecommunications Industry Ombudsman (TIO)**.

TIO Contact Details:

 1800 062 058


 www.tio.com.au

The TIO service is free and independent. You should normally contact Fibre Up first before contacting the TIO.

9. PRIVACY COMPLAINTS

If your complaint relates to privacy or personal information, it will be handled in accordance with our Privacy Policy.

If unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

 1300 363 992

 www.oaic.gov.au

10. RECORD KEEPING AND REVIEW

- We record all complaints and outcomes.
 - Complaints data is reviewed regularly to identify trends and improve customer experience.
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11. CHANGES TO THIS POLICY

We may update this Complaints Handling Policy from time to time. The latest version will be available on our website.

12. CONTACT DETAILS

Fibre Up Pty Ltd

PO Box 3906, Mosman NSW 2088

 1300 001 294

 info@fibreup.com.au

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