DYN I.T. SOLUTIONS
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# Important Information
## Complaints Handling Process

### Purpose
This is a summary of our complaint handling process for customers and former customers who are covered by the Telecommunications Consumer Protections Code (TCP Code). It outlines how we handle complaints, and is intended especially for our past, current and prospective customers, our own staff and other interested parties.

### Scope
Dyn I.T. Solutions Us as the service provider, including our agents, subsidiaries, affiliates.

You: the customer or account holder, and anyone authorised by you to use the Services.

Services: all telecommunications, internet access, voice, mobile, fixed line, and data services, as covered under the TCP Code.

Customers: all users of Dyn I.T. Solutions' services - residential, small business, corporate, government, enterprise.

### Our Complaints Goal
Our aim at DYN I.T. Solutions is to ensure that you are satisfied with our products and services at all times. However, we do understand that customers may experience issues which they would like to be resolved in a fair and efficient manner. If we weren't able to assist you through our standard channels, we have developed the complaints process below to ensure that your enquiries are attended to.

To support that goal, our complaints process is approved by our Management Team, who are responsible for ensuring its implementation, operation and compliance in accordance with Chapter 8 of the TCP Code.

### Making a Complaint
You can make a complaint by letter, telephone, online or email, using the contact details at the bottom of this document.

### If you need assistance
We will assist you to formulate, lodge and progress a complaint if you need help, especially including because of disability, hardship and difficulties with English. Just let our staff know you want help and, if you can't tell us in that way:

- write or email your request to us
- contact us through your Authorised Representative or Advocate; or
- contact us via the National Relay Service on 133 677; or
- contact us via the Translating & Interpreting Service on 131 450.

### Authorised Representatives and Advocates
An 'Authorised Representative' is a person you have appointed and delegated to deal with us, on your behalf, with some authority over your account.

An 'Advocate' is a person you have appointed to deal with us, on your behalf, but without any authority over your account.

You can make a complaint through an Authorised Representative or an Advocate.

### Acknowledgement
If you make a complaint in person or by telephone to a 'live' staff member, we will acknowledge it immediately.

If you make a complaint by email, or through our website or another customer service website we approve, or by paper post, or by a telephone message recording system, we will acknowledge it within two working days.

When we acknowledge your complaint, we will give you a unique Case Reference that you can use to identify the complaint in later contacts with us.

Our team will provide an indicative timeframe to resolve the complaint, and information on how to obtain this Complaint Handling Process Summary.

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### Proposing a resolution

Whenever possible, we will strive to resolve your complaint on first contact. If we do not believe we can resolve your complaint within 15 working days (or two working days for an urgent complaint) we will advise you within those periods:

- why there is a delay;
- the timeframe that will apply; and
- if we expect resolution to require more than 9 more working days, of your options for external dispute resolution (except if the delay is because of a declared mass service disruption).

Otherwise, we will propose a resolution within 15 working days (or two working days for an urgent complaint)

### Dealing with your complaint

**Standards**

Your complaint must be resolved objectively, efficiently and fairly and our staff must treat you courteously.

Clauses 8.2 to 8.5 of the TCP Code contain minimum performance standards of complaint management, complaint analysis, resourcing and record keeping, and we will comply with those standards.

**Internal investigations**

We may resolve a complaint on goodwill or commercial grounds, without a detailed investigation.

Otherwise, we will investigate your complaint in a way that is proportionate to its seriousness.

**Internal prioritisation**

We are flexible in the way we prioritise complaint processing, because special circumstances can apply. But in normal circumstances:

- Urgent complaints have highest priority.
- Complaints involving services to customers with significant health problems, or the care of young children or who are in remote locations or who are aged are prioritised next.
- Complaints that are approaching or have exceeded maximum response times are prioritised next.

We can often only know about these, or other important factors, if you tell us. You can alert us by any of the contact channels through which you can lodge a complaint.

**Internal escalation**

1. We have an internal escalation process, and your complaint will be escalated and managed accordingly if you request it.
2. For your information, internal escalation and management may not accelerate resolution if the complaint is not urgent and its processing already meets the applicable standards and is within the permitted maximum response time/s.
3. A complaint will be automatically escalated if:
   - it becomes urgent;
   - you notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution.
4. You can request escalation through any of the contact channels through which you can lodge a complaint.

**Appropriate resolution**

We will resolve your complaint appropriately and:

1. we ensure that our staff are trained to understand the potential remedies available to resolve complaints;
2. any remedy we offer will be tailored to the root cause of the complaint, and to your circumstances (if you have told us about them);
3. our staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause;
4. we will resolve billing errors in current bills.

**Advising you of resolution**

As soon as practicable after we finish investigating your complaint, we will advise you of the resolution.

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**Credit management action suspended**

We will not take credit management action over a disputed amount if you have made a complaint and we know:

- it has not been resolved to your satisfaction; and
- it is being investigated by us or the TIO or some other recognised third party.

**Legal action delayed**

We will not start legal proceedings over a matter that has been subject to a complaint:

- while we are handling the complaint internally; or
- within seven working days after we advise you of the outcome of the complaint.

### Urgent complaints

A complaint you make is treated as urgent if:

- you have applied for or have been accepted as being in financial hardship under our Financial Hardship Policy and the subject matter of your complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship; or
- disconnection of a service is imminent or has occurred and where due process has not been followed; or
- you are a Priority Assistance Customer (under the Priority Assistance for Life Threatening Medical Conditions Code) and the complaint relates to the service for which you receive Priority Assistance.
- Our staff are trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply.

**How urgent complaints are treated differently**

Within two working days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be. If you accept a resolution that we propose, we will action the urgent aspects of it within those two working days if possible.

### Monitoring the progress of your complaint

You can monitor the progress of your complaint by calling our team and quoting your Case Reference.

### Closing your complaint

We only close a complaint if you agree, or if the TCP Code otherwise allows us to.

### External dispute resolution

The following external dispute resolution bodies may be able to assist with your complaint, but may require that you first attempt to resolve it directly with us:

the Telecommunications Industry Ombudsman (TIO) – www.tio.com.au;

the Office of Fair Trading in Your State or Territory – visit your State or Territory consumer website;

for Australian Consumer Law matters, the Australian Consumer and Competition Commission (ACCC) – www.accc.gov.au;

for Telecommunications Consumer Protections Code matters, the Australian Communications & Media Authority (ACMA) – www.acma.gov.au;

for privacy issues, the Office of the Australian Information Commissioner (OAIC) – www.oaic.gov.au.

**Limit on cancelling service**

If you:

- make a complaint; and
- it hasn't been resolved with us; and
- you pursue external dispute resolution,

we will not cancel your service for those reasons alone.

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