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1. Introduction

This is a statement of Complaint Handling Process for Nextel's customers and former customers who are covered by the Telecommunication Consumer Protection Code (TPC Code). It summaries how we handle complaints, and is projected particularly for our past, current and potential customers, our own staff and other interested parties.

2. Our Complaints Goal

Our focus is a satisfied customer and we improve by reducing any complaints made to us directly. All our customers present or former have right to make complaints. We make sure that all he complaints are handled enthusiastically, impartially and promptly.

Our Chief Executive Officer who manages all the operations and compliance in accordance with Chapter 8 of the TCP Code has approved the complaints process.

All complaints are resolved with use of the English language.

3. Contact Details

Contact details are referenced in this summary and will appear at the end of it, in the Details Table.

4. Resolving Complaints

All complaints are resolved after reaching a conclusion in accordance with the TCP Code (whether or not in your favour).

When we recommend a 'resolution' to you, we are suggesting how to solve your complaint to the best of our ability and knowledge.

Your resolve acceptance is important for us so we can immediate resolve your issue. Once you accept we are allowed a period of time to take action which is mentioned below.

When your complaint is resolved, we must advise you accordingly.

5. Actioning a Resolution

We will take action on an agreed resolution within ten working days unless:

- a) We agree other with you; or
- b) You have not done something that is necessary for us to do our part.

6. Accessing our Complaints Process

6.1. Customer Care

You can call our Customer Care number on **139 139**.

This is low cost number and is charged at a flat rate regardless of time spent on the phone with us.

6.2. Making a Complaint

Complaints can be filed by letter, telephone, online or email. The numbers and addresses are in the Details Table.

6.3. If You Need Assistance

If you need any help while filing a complaint we are happy to assist you to frame, lodge and progress complaints. Especially including because of disability, hardship and difficulties with English. All you need is to contact and let our Customer Care staff know you want help and, if you can't tell us in that way:

- Write or email your request to an address in the Details Table; or
- Contact us through your Authorised Representative or Advocate; or
- Contact us via the National Relay Service on 139 139;

6.4. Authorised Representatives and Advocates

An 'Authorised Representative' is a person appointed by you and substitute to communicate with us, on your behalf, having authority over your account. An 'Advocate' is a person you have appointed to communicate with us, on your behalf, but without any authority over your account. You can make a complaint through an Authorised Representative or an Advocate.

7. Response Times

7.1. Acknowledgement

- a. On making a complaint in person or by telephone to a 'live' staff member, we will acknowledge it immediately.
- b. 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.
- c. When we acknowledge your complaint, we will give you:
 - A Case Reference that you can use to identify the complaint in later contacts with us;
 - An analytic timeframe to resolve the complaint; and
 - Information about obtaining this Complaint Handling Process Summary.

7.2. First Contact Resolution

We will strive to resolve your complaint on the first contact basis as soon as possible.

7.3. Proposing a Resolution

In some scenarios, if we feel your problem can not be resolved in 15 working days (or 2 working days for an urgent complaint) we will advise you within those periods:

- a. Reason for the delay;
- b. The timeframe that will apply; and
- c. 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 suggest a resolution within 15 working days (or two working days for an urgent complaint).

8. Dealing with You and Your Complaint

8.1. Standards

- a. Your complaint must be resolved quantitatively, efficiently and impartially and our staff must treat you politely.
- b. 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.

8.2. Internal Investigations

- a. We may resolve a complaint on benevolence or commercial grounds, without a detailed investigation.
- b. Otherwise, we will investigate your complaint in a way that is proportionate to its seriousness.

8.3. Internal Prioritisation

Our priorities are flexible in special cases. But in normal circumstances:

- a. Urgent complaints have highest priority.
- b. Complaints involving services to customers with substantial health problems, or the care of young children or who are in distant locations or who are aged are prioritised next.
- c. 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.

8.4. Internal Escalation

- a. We have an internal escalation process, and your complaint will be fast-tracked and managed accordingly if you request it.
- b. 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.
- c. A complaint will be automatically escalated if:
 - a maximum response time has been exceeded;
 - it becomes urgent—see paragraph 9) Urgent Complaints;
 - you notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution.
- d. You can request escalation through any of the contact channels through which you can lodge a complaint.

8.5. Appropriate Resolution

We will resolve your complaint appropriately and:

- a. We ensure that our Customer Care staff are trained to understand the possible arrangements available to resolve grievances;
- b. Any arrangement we offer will be tailored to the root cause of the complaint, and to your circumstances (if you have told us about them);
- c. Our Customer Care staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause;
- d. We will resolve billing errors in current bills.

8.6. Advising You of Resolution

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

8.7. Credit Management Action Suspended

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

- a. It has not been resolved to your satisfaction; and
- b. It is being examined by us or the TIO or some other recognised third party.

8.8. Legal Action Delayed

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

- a. While we are handling the complaint internally; or
- b. Within seven working days after we recommend you of the outcome of the complaint.

9. Urgent Complaints

9.1. When We Treat a Complaint as Urgent

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 rationally be presumed to directly contribute to or aggravate your financial hardship; or
- Disconnection of a service is forthcoming 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 Customer Care staff are trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply. After that, the complaint will be managed under paragraph 9.2) How Urgent Complaints Are Treated Differently.

9.2. How Urgent Complaints Are Treated Differently

Minimum two days we will take to acknowledge you urgent complain and to recommend a resolution, if there will be a delay we will notify you the reason for that. If you accept a resolution that we propose, we will action the urgent aspects of it within those two working days if possible.

10. Delays

We will advise you of any delays to promised timeframes.

11. Monitoring the Progress of Your Complaint

You can monitor the progress of your complaint by calling Customer Care and quoting your Case Reference.

12. Closing Your Complaint

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

13. Customer Focus

We strive to keep our Complaints Process easy to use and focused on you. Please let us know how we're doing.

You can leave feedback:

- with the Customer Care staff who assist you;
- or with their supervisor – just ask to be transferred;
- or by any of the contact numbers and addresses in the Details Table.

14. Charges for Using our Complaints Process

Generally, our complaints process is free. The only charges may be:

There may be a low cost for calls to our customer care number.

- But please note that if you call our number from a service provided by another provider (e.g. a mobile service that we do not provide to you) the other provider may charge you at its normal rates for calling our number.
- There may be a costs recovery charge for providing information that we collected about you more than two years earlier. But before we charge that, we will tell you about it and give you the option of continuing the complaint (and paying the charge) or discontinuing the complaint, and we will tell you about options for external resolution of your complaint.
- There may be a costs recovery charge for providing information in a form or quantity that our Standard Customer Terms or our Critical Information Summary state will not be provided at no charge. But before we charge that, we will tell you about it and give you the option of continuing the complaint (and paying the charge) or discontinuing the complaint, and we will tell you about options for external resolution of your complaint.

Copies of this summary are available free of charge by download from our website and if you do not have easy internet access, we will give you one hard copy, also free.

15. External Dispute Resolution

15.1. Options

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.

15.2. Limit on Cancelling Service If:

- You make a complaint; and
- It hasn't been resolved with us; and
- You pursue external dispute resolution; then

We must not cancel your service for those causes alone.

16. Customer Care Contract Details

Phone:	139 139	Contract Hours 8:30am – 5:30pm EST
Email:	billing@nextel.com.au	All hours: processed during business hours
Fax:	0299957199	All hours: processed during business hours
Postal Address:	Nextel Unit-207/27 Mars Road, Lane Cove NSW 2066	All hours: processed during business hours
Web:	www.nextel.com.au	All hours: processed during business hours