

## **BITS Wireless Complaints Procedure**

All customers using BITS Wireless Services have the right to lodge a complaint. All complaints will be dealt with to ensure fair handling through objective, efficient and apparent procedures.

BITS Wireless will endeavour to resolve any issues that may arise during contact with us.

BITS complaint handling procedure complies with the standards of the **Telecommunications Consumer Protection Code C628:2012** (TCP Code) and responsibility for compliance can be directed to Customer Service Officers and/or Accounts Officers.

### **Applicable Charges:**

The majority of complaints will not result in charges or fees. No charges or fees as a result of a complaint will be made without prior instructions to the complainant.

Charges may be incurred in particular circumstances only, e.g. where we may need to recover equipment for disconnection, or if the complainant specifically requests for services or items which are outside the spectrum of the BITS Wireless services.

All costs of recovery will be notified to the complainant. If at such times the dispute cannot be finalized between BITS Wireless and the complainant, we will inform you about further options for dispute resolution. This may include the Telecommunication Industry Ombudsman (TIO) for mediation between the two parties in order to achieve a mutual agreement.

### **How to lodge a complaint:**

All complaints must be lodged through the Bits Wireless Complaints Form, which can be located at <http://www.bitswireless.com.au> Website.

All forms can be returned to our PO BOX Address or emailed to [info@bitswireless.com.au](mailto:info@bitswireless.com.au) or [accounts@bitswireless.com.au](mailto:accounts@bitswireless.com.au).

Please ensure forms are filled out fully and you have initialled and dated. This ensures that we are able to address all the necessary information in order to proceed with your complaint.

If you require assistance with lodging a complaint, filling out the form, or progression of your complaint, please contact Wires and we will endeavour to assist you. If you choose to appoint an authorised person to submit a complaint on your behalf, please fill out the authorised representative form. This can be template can be located on our website.

### **BITS Wireless Acknowledgement**

All complaints submitted will be responded to within (2) two working days. When acknowledgment is made, you will receive a confirmation email or phone call. Your account number will be sufficient reference if you wish to

follow up by phone or email. BITS Wireless will endeavour to solve the issues applicable at first contact. Sometimes, an investigation may be required in order to assist the complainant. Once the investigation is complete, BITS

Wireless will discuss with you on possible solutions to the problem until an agreement is reached. The investigation will be completed within 15 working days.

In such cases where the investigation may exceed 15 days, you will be informed of why and when a new projected time-frame will be implemented. If there are delays which exceed more than (10) ten working days (and is not a consequence of vast service disruption), you will be informed of optional external resolutions; for instance, the TIO.

Once an agreement has been reached via BITS Wireless and the complainant, BITS Wireless will implement all undertakings which are required to resolve the dispute within 10 working days unless previously otherwise agreed or if the complainant has omitted any actions or behaviours required for the progression of resolution, and BITS Wireless cannot continue as a result of this.

### **Exigent Complaints:**

Complaints will be treated as urgent in the event that your service has been disconnected or is about to be disconnected and correct processes have not been followed by BITS Wireless. In such cases, an agreement will be made with the complainant regarding how to address the issue and what agreed actions are required in order to rectify the issue within (2) two working days. If delays occur, the complainant will be notified with a new expected time-frame and explanation and will be informed about the TIO for dispute resolution. Your services will under no circumstances be cancelled due to the complainants contacting an external dispute resolution scheme. Telecommunications Industry Ombudsman (TIO) We encourage customers to contact Wires Broadband primarily if customers experience issues with the service or are unhappy.

All endeavours will be made to resolve disputes during first contact. Customers can contact the TIO as follows: Phone: 1800 062 058 Fax: 1800 630 614 Online: <http://www.tio.com.au/making-a-complaint> TIO services are free of charge.