

Our Policy and Values

Trikon Pty Ltd is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels of our customer interaction framework.

We have a Complaints Handling Policy to ensure all complaints are handled with efficiency, fairly and as effectively as possible.

As a Trikon Customer our Complaint Handling Policy relates to you and is to be read along jointly with any Agreement and Terms you have entered into, The following outlines our policy and procedures for the handling of verbal and written complaints.

Classifications and Definitions

A complaint means an expression of dissatisfaction made to us in relation to our products or the complaints handling process itself, where you were advised a (or) reasonably expected a resolution. When contacting us the following may not be considered a complaint:

1. Request for technical support; or
2. Service Issue(s);
3. Billing or Charge Dispute(s)
4. Clarity or Confirmation of a kind specified by us from time to time;
5. Assistance and Customer Support
6. Enquiries relating to services or products on offer

Should it not be clear to us in which form you wish to have your matter addressed, we'll ask you to confirm as to whether wish to make a complaint.

Unless we are able to receive explicit indication as to the nature of your matter we will assume you are not making a complaint.

To provide an efficient, fair and structured policy for handling concerns.

To provide our customers with access to our complaints handling process, ensuring available options for communicating your complaints are plentiful and handled by qualified representatives.

To make every reasonable attempt to keep customers informed as to the progress of their complaint and where required the expected timeframe for resolution.

Maintain a record of complaints and the quality of the resolutions and ever quarter review our complaints internally so that we can improve our standard of customer service

Whilst an investigation into a matter is taking place, we will not demand payment of genuinely disputed amounts.

Handling Your Complaint:

Upon receiving your complaint, we will make every attempt to acknowledge your matter via your preferred communication method, within minimum 2 full business days.

If your complaint is classed “urgent”, such as where it has been accepted and approved by us as a case of financial hardship under our ‘financial hardship policy’ and where your service is about to be disconnected, we will make every attempt to prioritise your complaint and will attempt to try and resolve it within a minimum of 14 full business days. If we cannot resolve the complaint, we will explain why and the reasons for taking longer.

We will make every attempt to keep you informed of the progress of your complaint, proposed actions and the reasonably expected timeframe for resolution.

Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 full business days after receiving your complaint.

Complex complaints may take longer than 30 business days days to resolve. In these

cases, we will regularly attempt to update you through your preferred communication method on the progress and reasonably expected timeframe for a resolution. We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

We may impose a charge for handling your complaint in special circumstances. This may include, however is not limited to complaint which requires us to; Retrieve Records, usage, credit reports or any charges we incur from 3rd parties.

Making a complaint should normally be free. If we think your complaint may require certain charges, we will not impose one without attempting to discuss with you prior. Any Charge for handling your complaint will be invoiced to you according to your standard billing period.

If your complaint is upheld in your favour, and we have charged you for fees in association with the handling and assistance of complaints, we will refund certain amounts of the fees onto your Trikon account within 30 business days.

Trikon Complaints Handling Policy

Step One

If you have a complaint which falls within the definition a complaint or a complaint where you have direct dealings with Trikon Pty Ltd we advise and urge you to make every attempt to contact our customer relations team first.

Our customer care team will provide you with their name and where an official complaint has been lodged a unique incident reference number (IRN). Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. Your call may be charged at a local rate. If you prefer to put your complaint in writing, we advise you to either use our online enquiries form www.trikon.com/enquiries or to email us at crt@trikon.com.au. Alternatively you can mail us with your concerns using the address 2a 6-8 Boundary Road Northmead 2152.

If you specify a preferred contact method in your correspondence we shall contact you accordingly, otherwise the method on your account with Trikon will be used as your preferred contact method.

Within our first conversation we will require details as to verify and access your account including any relevant details to protect the privacy of the Trikon Account Holder. Additionally, we will clarify and validate the concerns and form an agreement (agreed resolution) with you so the complaint will be handled as swiftly as possible.

Step Two

There may be cases where the complaint has not been satisfactorily handled. Although we make every attempt to limit this, we do understand sometimes there may be a requirement for some added oversight.

Where you have not been satisfied with the following;

- Response Provided**
- Time taken to Resolve**
- Outcome of the complaint (once the resolution has been implemented)**
- Feedback not actioned (prevent further complaints)**

You can always request to have your complaint escalated for assistance. You can either have your complaint forwarded to an alternative representative to assist in resolving or be contacted by a member of our management team to gather some feedback.

Complaints made to Trikon Pty Ltd are overseen by both qualified staff and Senior Review Management. This approach has ensured we resolve the majority of complaints with a customer focused and quality of service approach.

Where the complaint has not been resolved within the first two levels of Trikons customer complaint handling policy, you can request for a review of your complaint.

Step 3

Review's may be requested on the following ground

- 1. Complaint is unresolved**
- 2. Complaint has not been addressed**
- 3. Concerns or Clarifications Required in relation to our Business Rules or the Terms and Conditions your Agreement.**
- 4. Complaints or Feedback on How to Improve Our Approach to Your Account**
- 5. Reassessment of Complaint due to information not considered although provided during the complaint.**

Customer Relations Management will attend to matters that have not been resolved within the complaints process and assess any relevant policies which may apply to your complaint.

Step Four

Once all possible avenues are exhausted if your complaint is not resolved to your satisfaction by Trikon Pty Ltd and depending on the nature of your complaint you may refer your complaint to the following outside bodies:

External Complaint Handling Departments and Other Avenues

The Department of Fair-Trading;

The Australian Competition and Consumer Commission;

The Office of the Federal Privacy Commissioner

You may also seek independent legal advice from a solicitor as an alternative avenue for a resolution.

Telecommunications Industry Ombudsman

The Telecommunications Industry Ombudsman ("TIO") is an independent and free alternative dispute resolution scheme for residential and small business consumers in respect of disputes over which the TIO has jurisdiction.

The TIO views itself as an office of last resort; accordingly, it should not be used as a first resort and should only be used once all other reasonable avenues are exhausted.

The TIO seeks the cooperation of both parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable.

TIO Complaints Handling General Questions and Answers Summary

What is the Telecommunications Industry Ombudsman?

The Telecommunications Industry Ombudsman (also known as the TIO) is an independent dispute resolution service that can assist you if you have been unable to resolve your complaint with your phone or Internet company directly.

What kind of complaints can the TIO deal with?

The TIO deals with complaints about telecommunications services. these include: billing problems, telephone faults, poor customer service, mobile phone contract problems, Internet access difficulties.

When should I go to the TIO?

If you have a complaint about your phone or internet company, the first step you should take is to contact the company in question and try and resolve it directly with them. Usually, the problem can be resolved at this stage and there is no reason to take the issue further.

If you are not happy with the way your complaint is dealt with at first contact, you should escalate the matter within the phone company by asking to speak to a supervisor or manager. However, if the company doesn't respond to your complaint, or if you are unhappy with the resolution of the problem or think that their solution is unfair, then you can make a complaint to the TIO.

The TIO will only handle the complaint if you have first contacted your phone or internet company.

How long does it take for the TIO to deal with a complaint?

More than 90 percent of complaints to the TIO are sorted out within a few business days, but the more complex cases can take a few weeks or months.

How do I contact the TIO?

To lodge a complaint with the TIO you can:

Call 1800 062 058 or

Write to: TIO PO Box 276 Collins Street West MELBOURNE VIC 8007

Alternatively, you can visit www.tio.com.au

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| Types of Complaint | Priority Level | Expected Resolution Time Frame |
|---|----------------|--|
| Urgent Complaint (Complaints Handling Policy s 5) | 1 | Within 5 Working Days |
| Contract and Offers | 1 | Within 15 Working Days |
| Faults (Non - Urgent) | 2 | Within 15 Working Days |
| Credit Management | 3 | Within 15 Working Days |
| Service Connection/Disconnection | 1 | Within 15 Working Days |
| Customer Service | 2 | Within 15 Working Days |
| Billing and Payments | 2 | Within 15 Working Days |

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