

Complaint Resolution Process

Our complaints process is designed to encourage the fast and efficient resolution of your issue. at the first point of contact. While we will always aim to provide you with excellent customer service, we recognise that you may wish to express dissatisfaction with our products, services, staff or procedures.

Once accepted, we will aim to deliver our mutually agreed resolution to you within 10 business days, or 2 business days where the complaint is urgent.

To raise and escalation a complaint please follow the steps below:

Step 1: First contact

Please contact Intelligent IP Broadband through any of the means listed on our [contact](#) page. At first contact, you will initially be addressed by a Service Representative.

At the time of discussing the complaint you will have the option to obtain a case number. It is important you record this case number so we can ensure your complaint is followed up in a timely manner. Should you need to make contact with us again regarding your complaint this number will assist in locating the details previously logged. If your complaint is logged by email you will receive an automated email detailing your case number.

Step 2: Escalation to a Team leader

If our first level support is not able resolve a complaint you can request for your complaint to be escalated to a team leader. In order to ensure that we're able to address your query effectively, you'll need to provide us with:

1. A preferred telephone number and/or email address or that you can be reached on during the day
2. Your case number

The Team leader will review the dispute and respond within 2 working days to attempt to resolve the complaint.

Step 3: Referred to Solutions team

If a team leader is unable to resolve a complaint to your satisfaction, you can request that they provide you with a referral to the Customer Services Manager (CSM)

Our CSM will contact you within 1 working day of receiving the referral to acknowledge your complaint. The acknowledgement may be verbal (via telephone) or in writing (via email) at our discretion.

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We aim to resolve all complaints within 5 business days from the date of initial lodgement. Complex problems will be resolved within 15 business days. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

Step 4: Further options

If you remain unsatisfied with the resolution of your complaint as a last resort the Telecommunications Industry Ombudsman (TIO) for independent advice can be contacted. The TIO is an office of last resort and deals with complaints that consumers have not been able to resolve with their telephone or Internet company after exhausting all possible avenues directly with the company.

The TIO can be contacted via the following means:

- Telephone: 1800 062 058 or 03 8600 8700
- Fax: 1800 630 614 or 03 8600 8797
- Email: tio@tio.com.au
- Online: <https://www.tio.com.au/making-a-complaint>