

Complaint Handling Policy

CMOBILE PTY LTD

CMOBILE is a mobile service provider that offers our customers choice, clarity and caring customer service. If for some reason our service has not met your expectations, we encourage you to contact us immediately so that we can resolve this for you.

CMOBILE is committed to resolving your complaint quickly and efficiently. In working with you to resolve your complaint, we will treat you fairly, with respect, and comply with all applicable consumer laws and C628:2012 *Telecommunications Consumer Protections Code*. There is no charge to make a complaint.

Our contact details

You can contact CMOBILE by calling us on 1300 545 000 (a free call from your CMOBILE). Our complaints department is open Monday - Friday 9am- 5pm AEST. If you want to make a complaint outside of these times you can send us an email or write to us with details of your complaint. Our contact details are below:

Phone:	1300 545 000
Address:	CMOBILE PTY LTD PO BOX 21140 WORLD SQUARE NSW 2002
Email:	Support@cmobile.com.au
Contact Number for National Relay Service:	133 677
Translating & Interpreting Service (TIS):	131 450

Lodging your Complaint

To help us deal with your complaint as quickly and effectively as possible, please provide the following details when contacting us:

- Account Number
- Full name
- Mobile number
- Daytime contact number/s
- Summary overview of your complaint
- Your preferred method of communication (e.g. email / phone)

You have the right to use an authorised representative. If you would like to do so, please advise us in writing and provide the full name and contact details for that person. If you wish to use an authorised representative, please note we will deal directly with that person and will assume, unless we have evidence otherwise, that they are communicating the progress of the complaint with you.

Complaint Acknowledgement and Resolution

When you lodge a complaint, we will attempt to resolve your complaint immediately. If we cannot resolve your complaint immediately, we will provide you with a unique reference number to track the complaint, and an estimated timeframe to resolve the complaint and information about how to access this Complaint Handling Policy.

When making a complaint where you need to leave a voice message for us, or if you make your complaint by email or by letter, we will acknowledge your complaint within two (2) working days. Whilst your complaint is being investigated we will provide you with regular updates so that you know how your complaint is progressing.

We will propose a resolution to your complaint within fifteen (15) working days of our acknowledgement of the complaint, and we will inform you of the outcome of our investigations.

If we do not believe it is possible to resolve your complaint within fifteen (15) working days, before fifteen (15) working days has elapsed we will contact you and inform you of the reasons for the delay, and the indicative timeframe for the resolution of the complaint. If we expect the complaint cannot be resolved within twenty five (25) working days, we will advise you and your options for external dispute resolution including contacting the TIO.

When you have accepted resolution to the complaint, we will implement that resolution within ten (10) working days, provided that if you have agreed to do something first as part of complaint resolution, you have completed your agreed action and informed us that you have done so.

Within five (5) working days of the complaint being resolved we will send you confirmation of the complaint resolution in writing.

Urgent Complaints

An Urgent Complaint is a complaint where you have applied for, or have been accepted as being in Financial Hardship under our Financial Hardship policy, and the subject matter of the complaint can reasonably be presumed to directly contribute to or aggravate your Financial Hardship, or where disconnection of a service is imminent or has occurred or where due process has not been followed.

Other than in respect to timeframes, we will resolve your urgent complaint using our normal Complaint Handling process.

For urgent complaints, we will propose a resolution to the urgent aspects of your complaint, and attempt to resolve within two (2) working days of our acknowledgement of the complaint. If we do not believe it is possible to propose and implement a resolution to your complaint within two (2) working days of acknowledgement, we will contact you and inform you of the reasons for the delay, and the indicative timeframe for the resolution of the complaint.

Escalation of your Complaint

If you are not satisfied with the resolution timeframes, the handling, investigation or progress of your complaint, or the proposed resolution of your complaint, you can request that it is escalated to the next level of management at CMOBILE. The manager of your complaint will then deal with you personally to discuss your complaint, and the resolutions you have been offered.

External investigation of your Complaint

CMOBILE cares about our customers and we will always strive to provide an honest, clear, fair and efficient complaint handling process. However, if you would like an external body to review your complaint, you can approach the following external dispute resolution bodies after you have first attempted to resolve your complaint with CMOBILE:

- the Telecommunications Industry Ombudsman (TIO); or
- the Australian Communications & Media Authority (ACMA) for broader telecommunications issues that may be outside the jurisdiction of the TIO; or
- the Office of Fair Trading in your State or Territory; or
- the Australian Consumer and Competition Commission (ACCC) for Australian Consumer Law matters.

If we cannot contact you about your complaint

If we cannot contact you about your complaint, we will write to you at your last known address, and provide details of those contact attempts and provide you with an invitation to contact us within ten (10) working days to discuss your complaint. If you do not contact us during this period after we have written to you, we will close your complaint.

General Information

Our relationship with you is governed by the terms and conditions of our Standard Agreement. The full terms and conditions are contained in CMOBILE's Standard Agreement which is available on request by calling us on 1300 545 000 or by visiting our website at www.cmobile.com.au. The Standard Agreement is binding on both parties.