



COMPLAINTS HANDLING POLICY

Complaints

Complaints may be raised by customers if our products and services are found to be unsatisfactory or unacceptable. If a complaint is raised, we will deal with the complaint in a fair, efficient and objective manner. Our goal is to resolve any problems you may have quickly and efficiently.

What to Expect When Making a Complaint

Ideally, we will try to resolve your issue immediately, however, some issues may require further investigation. In this case, we will update you about a resolution within five working days. If your issue is complex and requires more than five working days to solve, we will aim to resolve it within fifteen business days, while providing updates as the resolution progresses. In the event that the issue requires more than fifteen days to resolve, we will let you know and discuss the timeframes with you.

Urgent Complaints

Your complaint will be treated as urgent if:

- You have applied for financial hardship under our Financial Hardship Policy and your issue of complaint directly contributes to the Financial Hardship you are experiencing, or
- If your service has been disconnected or is about to be disconnected due to a process that has not been followed.

How to Make a Complaint

If you wish to make a complaint, please visit our website and select the Contact option:

Website: www.gtelecom.com.au

What Occurs After?

At the end of the complaints process, we will confirm with you that you are happy with the outcome, and agree to consider the matter finalised.

If you tell us that you are not happy with the complaint timeframes, its progress or outcome, you can ask the Telecommunications Industry Ombudsman (TIO) to assist by calling 1300 659 442.

Phone: 1300 659 442

www.gtelecom.com.au



FINANCIAL HARDSHIP POLICY

Assistance for Financial Hardship

Gtelecom considers financial hardship to be a scenario where a customer is unable to meet their financial obligations with regards to our

service as a result of:

- illness
- unemployment
- family breakdown
- death in the family
- natural disaster

... or other reasonable cause, but expects to be able to meet those obligations if arrangements with our company were changed. Either for a short or long term duration.

We perceive financial hardship to be a case of a customer being unable to pay their bills, rather than being unwilling to. In such scenarios, we commit to approach the situation with empathy, compassion and confidentiality; with view to a mutually agreeable resolution. In the case of financial hardship, we will seek to come to an agreement with you to cover expected future use with adjustments taking into account your financial position and a continued reduction of the outstanding debt at a reasonable level. Future use of the service may include a reduction in available features, plan level or other mutually agreed upon alterations; including suspension of services.

Assessment Duration

Our assessment will take approximately 7 business days.

Our Commitment to your Privacy

During the assessment, you may be required to provide sensitive information, including employment, income details, and bills. All details provided will be handled in the spirit of our privacy policy and we will adhere to all provisions of the Privacy Act 1988.

For more information on this process, please contact our team via one of the options provided below or on our contact page on our website.

Contact Information

You can contact Gtelecom Customer Service for Sales, Support & Billing assistance via:

Phone: 1300 659 442

Website: www.gtelecom.com.au

Phone: 1300 659 442

www.gtelecom.com.au