

Complaint Handling Policy



Access Phone Cards is committed to resolving all complaints about our services to your satisfaction quickly and effectively. At Access Phone Cards we will attempt to resolve all complaints at first contact, as we do understand that this is in the best interest of all parties.

Lodging a complaint

There are several methods to file a complaint with Access Phone Cards. We will ensure that your complaint is handled as efficiently and effectively as possible in accordance with our Complaint handling policy.

Email: phonenumber@aggregatoglobal.com

Phone: 1300 667 017 (Monday to Sunday 10am to 7pm AEST)

Customer with hearing or speech Impairments

Should you require assistance due to having hearing or speech impairment, you can contact us by using the National Relay Service (NRS). This is a free service and can be used to contact us via all the Access Phone Cards numbers listed above.

Customer who require translation to English

Should you require help with communicating with us in English you can contact the Translating and Interpreting Service (TIS) on 131 450, they can assist you in contacting Access Phone Cards via one of the above contact numbers.

Another person acting on your behalf

You may wish for someone else to deal with your complaint to Access Phone Cards on your behalf. This might be a family member, friend or advocate. If so, you will need to let our Customer Service Team know who that person is, so that we can add them to your account as an “authorized representative” who can speak and make decisions on your behalf. Please contact our Customer Care Team via one of the above methods.

Acknowledgement and Resolution of your Complaint

When you contact our Customer Care team where possible, they will endeavour to resolve your complaint at the first contact. Access Phone Cards understands that resolving your complaint at first contact is in the best interest for all parties.

If we are unable to resolve your complaint at first contact or if you have submitted your complaint via email and or letter we will acknowledge your complaint by issuing you with a unique reference number to track the complaint, an indicative timeframe for the resolution of the complaint, and information about how to access this Complaint Handling Policy.

If within the first contact we were not able to resolve your complaint we will propose a resolution to your complaint within fifteen (15) working days of our acknowledgment of your complaint, and we will fully inform you of the outcome of our investigations. If we do not believe it is possible to propose a Resolution to your complaint within fifteen (15) working days from acknowledgement, we will contact you before the fifteen (15) working days has elapsed and inform you of the reason for the delay, and indicative timeframe for the resolution of your complaint.

If we expect the complaint cannot be resolved within twenty-one (21) working days from acknowledgement, we will advise you of your options for external dispute resolution including contacting the Telecommunication Industry Ombudsman (TIO). You are able to confirm and check on your status of your complaint by contacting our Customer Service department via Telephone or emailing and quoting your Account & Mobile number and your unique complaint reference code.

When you have accepted a resolution to the complaint, Access Phone Cards will email or post a letter of resolution of complaint to you directly. We will then implement the resolution within ten (10) working days, provided that if you have agreed to do something first as part of the complaint resolution and you have completed your agreed action and informed us that you have done so. You must also accept the resolution to the complaint before we are able to implement the final

resolution to your complaint. This can be done verbally or via the form of communication you are using in communicating with the Access Phone Cards team.

Urgent Complaints

We understand that all customers would consider their complaint in some way “urgent” and desire a speedy resolution. However, some complaints by definition are more urgent than others as they involve the customer being in a vulnerable position until the complaint issue has been resolved. For these complaints, there needs to be a process of escalation that is respected by us and in turn all of our customers these involve complaints where:

- The complaint is made by a customer who has been accepted as being in financial hardship under our financial hardship policy
- The complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship
- A disconnection of a service has occurred or is imminent and due process has not been followed

We will provide confirmation of the proposed resolution of the urgent aspects of the complaint and, if accepted, implement the urgent aspects of the resolution within two (2) working days after the date the complaint is received where possible. If we do not believe it is possible to propose and implement a resolution to your complaint within two (2) working days of acknowledgment, we will contact you and inform you of the reasons for the delay, and the indicative timeframe for the resolution of the complaint.

Internal Escalation

In some cases, either upon your request or upon the discretion of our Customer Service staff, the complaint may need to be referred internally. This is to provide you with the most fair, objective and efficient complaint handling process to your complaint.

If your complaint needs to be referred to a Manager within Access Phone Cards, the Manager may then need to call upon the authority or expertise of staff in other departments or relevant third parties. In this instance a “first contact” resolution may not be possible. However, you will receive a complaint reference number and we will endeavour to resolve your complaints within our resolution timeframes.

If you are not satisfied, you can escalate your complaint

If after the internal escalation and complaint handling process has concluded and you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the following external dispute resolution bodies after you have first attempted to resolve your complaint with Access Phone Cards:

- The Telecommunications Industry Ombudsman (TIO) – this is a free and independent alternative dispute resolution scheme for small and residential consumers in Australia with unresolved complaints about their telephone services. You can contact the TIO via one of the following method's:
www.tio.com.au or **1800 062 058**
- The Australian Communications & Media Authority (ACMA) – for broader telecommunications issues that may be outside the jurisdiction of the TIO. You can contact the ACMA via one of the following methods:
www.acma.gov.au or **1800 226 667**
- The office of Fair Trading in your state or Territory, or for Australian consumer law matters the Australian Consumer and competition commission (ACCC)
www.business.gov.au/BusinessTopics/Fairtrading/Pages/Fairtradinglawsinyourstateorterritory.aspx

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 previous contact attempts and provide you with an invitation to contact us within 10 working days to discuss your complaint. If you do not contact us during this period, we will close this complaint and deem it as resolved.