

Tel.Pacific Complaints Handling Policy

Tel.Pacific aims to provide the highest level of customer service, which includes the handling of complaints. The complaints handling policy was created to be able to provide a fair and efficient mechanism to handle customer complaints.

This policy has been developed by Tel.Pacific Limited in accordance to ACIF Industry Code complaints handling. There are no legal rights that arise under this document.

How to Lodge a complaint

Complaints can be lodged:

By Phone:	1300 369 888
By Fax:	1300 722 908
By Electronic Mail:	phonecards@tel-pacific.com.au
By Post:	Po Box 5577 West Chatswood NSW 1515

What we will do

When you speak to a Tel.Pacific customer consultant they will always provide you with their name and try to resolve the complaint on the spot. Written complaints will be acknowledged within 5 working days. A case number will be allocated to you in order to facilitate follow ups on the progress of your complaint.

Tel.Pacific prefers to deal with complaints and enquiries by phone as this provides a quicker response time.

Escalation of complaints

If you are unsatisfied with the resolution or the investigation of your complaint then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible.

If all avenues of addressing your complaint have been exhausted or you find that the resolution to your complaint is still unacceptable. You can ask the Telecommunications Industry Ombudsman (www.tio.com.au) for assistance.

SYDNEY

MELBOURNE

BRISBANE

PERTH

ADELAIDE

AUCKLAND

HONG KONG

SINGAPORE