

# Telecommunications Complaint Handling Policy EnergyAustralia

---

## Our principles

You have a right to complain, and if you do we will deal with your complaint in a fair, efficient, objective manner and through a transparent process.

We strive to solve any problems you may have during your first contact with us.

Our complaint handling process is implemented in accordance with the Telecommunications Consumer Protections Code C628:2019 (TCP Code) and is endorsed by our Chief Executive Officer and is under the direction of our Head of Customer Experience Operations.

## How to make a complaint?

If you wish to complain, please contact us through any of the following:

1. By sending an email to [nbnsupport@energyaustralia.com.au](mailto:nbnsupport@energyaustralia.com.au), if you are an On by EnergyAustralia customer please email [support@experienceon.com.au](mailto:support@experienceon.com.au).
2. By calling us on 1800 448 305, 9am to 6pm, if you are an On by EnergyAustralia customer please call us on 1800 108 633, 9am to 6pm.
3. By sending us a letter to:

**Reply Paid 91366**

**Melbourne VIC 3000**

If you are calling us from a landline, your call is free of charge. Note that calling us from a mobile may be more expensive.

We will help you with formulating, lodging and progressing your complaint if you request.

If you are deaf or have a hearing or speech impairment, you can use the services of the National Relay Service to make a complaint. If English is not your first language, you may use the services of the National Translating and Interpreting Service to make a complaint.

You can appoint an authorised representative or advocate to make a complaint on your behalf. To ensure you have authorised the person to discuss the complaint on your behalf, we require you to complete our 'Appointment of an Authorised Representative' form, [here](#).

## What we will do

### **Acknowledge...**

We will acknowledge your complaint immediately where the complaint is made by telephone or within 2 working days where it is received via email, post or recorded telephone message.

When we acknowledge your complaint, we will give you a unique reference number to enable you to easily follow up on your complaint. We will also give you an indicative time frame for the resolution of your complaint.

### **...And Solve**

Our goal is to always fix your problem during your first contact with us. Where it cannot be resolved on first contact, resolving your complaint will involve the following steps:

1. Initial assessment of complaint

2. Investigation of complaint: We will always try to resolve your complaint on first contact, sometimes this is not possible and we need to investigate the matter. We may escalate your complaint internally, where we need to. If your complaint relates to billing errors, we will resolve your complaint by the end of the next billing period.

3. Response to a complaint and proposed resolution: After investigation, we will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 business days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 business days to investigate your problem and in this case, we will explain why and give you a new expected timeframe.

If the delay is more than 10 business days (and is not the result of a mass service disruption) we will also inform you about your options for external dispute resolution such as referral to the Telecommunications Industry Ombudsman (**TIO**).

4. implementation of any agreed resolution: Once we agree on how to fix your problem, we will implement all actions required to fix the issue within 10 working days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

5. Closing a complaint: We will provide confirmation to you that your complaint has been resolved, as soon as practicable. If you request written confirmation of our proposed resolution of your complaint or confirmation that your complaint has been resolved, we'll do so within 5 business days.

You can follow up on the progress of your complaint at any time by emailing us at [nbnsupport@energyaustralia.com.au](mailto:nbnsupport@energyaustralia.com.au) or by calling us on 1800 448 305, 9am to 6pm. If you are an On by EnergyAustralia customer please call us on 1800 108 633, 9am to 6pm.

### **What if your complaint is urgent?**

Your complaint will be treated as urgent if:

- if you have applied under our Financial Hardship Policy and the issue you are complaining about directly contributes to the financial hardship you are experiencing; or
- if your service has been disconnected or is about to be disconnected and due process has not been followed.

In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 business days. If there is a delay, we will explain why, provide you with a new expected time frame, and if it is a longer delay also inform you about your options for external dispute resolution under the Telecommunications Industry Ombudsman.

### **If we can't contact you**

If we can't contact you via telephone about your complaint, we'll write to your email or mailing address and invite you to contact us within 10 business days.

### **If you are unhappy with our efforts or we haven't resolved your complaint**

If you tell us that you are not satisfied with the complaint time frames, its progress or the outcome or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally.

We will never cancel your service only because you have contacted an external dispute resolution scheme.

### **Telecommunications Industry Ombudsman (TIO)**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the TIO to assist, although you will need to speak to us to attempt to resolve the matter prior to taking your complaint to the TIO.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

The services of the TIO are free of charge.

### **Energy and Water Ombudsman**

If your complaint does not relate to telecommunications, you can find more information [here](#).