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# Small Business Customer Complaints Process

This document sets out Vocus' complaints process for its small business customers who fall within the definition of 'consumer' under the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018*.

You are considered a **consumer** if you didn't have a real opportunity to negotiate your contract with us and you purchase less than \$40,000 per year in services from Vocus.

If you are not a consumer, please raise a case with our customer care team to discuss any complaints or issues.

If you feel you haven't received the service or support you expected, you can make a complaint. A complaint is when you tell us you're unhappy with our products or how we've handled an issue, and you want a response or a resolution.

Requests for technical support or reporting a service fault are not always complaints, but we will help make sure your enquiry is directed to the right team.

When handling your complaint, we will treat you fairly and respectfully. We are committed to resolving your complaint efficiently and will work with you to find a suitable outcome under this Complaint Handling Process.

## Making a complaint

If you wish to make a complaint you can contact us via the following methods:

1. Phone: 1300 889 988
2. Email: [smb.customerservice@vocus.com.au](mailto:smb.customerservice@vocus.com.au)
3. Post: Attn: Customer Care, Level 10, 452 Flinders St, Melbourne VIC 3000

If you contact us and tell us you are not satisfied with our services but it is not clear that you wish to make a complaint, we will ask you to confirm if you wish to make a complaint.

## Do you need assistance?

If you need help understanding this process or making a complaint, please let us know — we're here to assist.

You can choose someone to act as your representative or advocate and make a complaint for you. We'll just need written confirmation from you, including their details and your permission for us to share your personal information with them.

If you have a hearing impairment, you can contact us through the National Relay Service. Further information is available [here](#).

If English is not your first language or you need translation support, you can use a language interpreter service or nominate someone to speak with us on your behalf. Please note that third-party translation services may charge a fee.

If you have any other special needs, please tell us and we will do our best to support you.

## What happens when we receive a complaint

When you make a complaint, you will be allocated a unique reference number. This will be provided:

- If you make a complaint via telephone, at the time of your call.
- Within 2 working days of receipt if you made your complaint by:
  - Email
  - Our website
  - Post (to Level 10, 452 Flinders St, Melbourne VIC 3000, Attn: customer care)
  - Telephone if a message is recorded

## How we handle complaints

If possible, we will try to resolve your complaint at the time you make it, if you contact us by telephone.

If you contact us by other means, we will respond within:

- 2 business days for standard complaints; or
- 1 business day for Urgent Complaints.

Depending on how complex your complaint is, we may need to speak with our internal technical teams. This may mean that a resolution will take longer than the above timeframes. If we reasonably believe that a resolution may fall outside the timeframes above:

- we will contact you directly to discuss the reasons for the delay; and
- inform you of any new timeframes; and
- inform you of your avenues for external resolution (if the delay is expected to exceed 10 business days).

If we are unable to contact you via the contact methods you have provided to us, we will write to you and advise you that you have 10 working days to respond before we close the complaint.

## Urgent Complaints

We understand that all customers may consider their complaints to be urgent and would want a speedy resolution.

However, some complaints by their nature are more urgent than others (**Urgent Complaints**).

Urgent Complaints are complaints where:

- you have applied for or have been accepted as being in financial hardship under Vocus' [Payment Assistance Program](#) and we reasonably believe that the nature of your complaint will directly contribute to or worsen that hardship.
- Disconnection of a service is imminent or has already occurred and where due process has not been followed.
- You are an individual who is or may be experiencing domestic or family violence.
- You have indicated that there is a threat to your safety or the safety of your children.

Urgent Complaints will be given priority over other complaints.

Please note, Vocus does not offer a priority assistance service.

As discussed above, we will use our best efforts to resolve Urgent Complaints within 2 business days, including implementing the agreed resolution. We will contact you directly to advise and discuss a new timeframe in the event that a resolution is likely to happen outside this timeframe.

If your complaint was not considered urgent and you reasonably believe it should be, please let us know as soon as possible.

## Escalating your complaint

We will tell you the outcome of your complaint by phone or email. If you prefer a specific contact method, please let us know when you make your complaint.

We won't put any solution in place until you agree to it.

Once you accept the resolution, we'll complete it within 5 business days (or 2 business days for urgent complaints), unless we've agreed to a different timeframe or we're waiting on information or action from you.

Our complaints team will confirm in writing once the agreed resolution has been completed.

We won't close your complaint without your consent, unless it has already been escalated within Vocus and one of the following applies:

- You've told us you're unhappy with the progress or outcome, and we've explained your options for external dispute resolution (such as the Telecommunications Industry Ombudsman (**TIO**)).
- We haven't been able to contact you for more than 10 business days after trying to reach you in writing.
- After careful review, we believe your behaviour or complaint is frivolous or vexatious. We'll explain why, outline your external dispute options, and confirm this in writing within 5 business days.

## How you can track progress of your complaint

We will keep you updated on the status of your complaint. You may also contact us by phone or email and request an update.

You will need your complaint reference number to request a status update.

If you are not able to locate your complaint reference number, please contact us via phone and we will attempt to assist you.

## When a complaint is resolved

We will let you know the outcome of your complaint by phone or email. If you prefer a specific way for us to contact you, please tell us when you lodge your complaint.

We won't put any solution in place until you agree to it. Once you accept the resolution, we will action it within 5 business days (or within 2 business days for urgent complaints), unless we've agreed on a different timeframe, or we need information or action from you first.

Our complaints team will follow up in writing to confirm when the agreed resolution has been completed.

We won't close your complaint without your consent, unless it has already been properly escalated within Vocus and one of the following applies:

- You've told us you're unhappy with how your complaint is progressing or being resolved, and we've explained your options for external dispute resolution (such as contacting the Telecommunications Industry Ombudsman).
- We haven't been able to reach you for more than 10 business days after trying to contact you in writing.
- After careful review, we believe your behaviour or complaint is frivolous or vexatious. We will explain why and outline your options for external dispute resolution and confirm this in writing within 5 business days.

We will never cancel your Vocus services just because we haven't been able to resolve your complaint to your satisfaction or because you choose to take your complaint to an external dispute body, including the TIO.

## Your options for external dispute resolution

It is our aim that most complaints can be successfully resolved through this Complaints Handling Policy and we ask that you allow us the opportunity to exhaust all avenues to resolve your complaint.

If you are not satisfied with how we have handled your complaint, you have the right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

The TIO's contact details are as follows:

Phone: 1800 062 058

Website: [Home | Telecommunications Industry Ombudsman](#)

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Fax: 1800 630 614

Post: send your completed complaints form to PO Box 276, Collins Street West, VIC 8007