



## Complaint Handling Process

TPG aims to provide our customers with the best possible service. If you haven't received the service you expected or you would like to make a suggestion we always appreciate your feedback.

Consumers and former customers have the right to make a complaint for escalation within TPG.

A complaint means an expression of dissatisfaction made to us in relation to our products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you. Contacting TPG to request support or to report a service difficulty is not necessarily a complaint.

### Level 1 Customer Support

TPG Technical Support is the level 1 customer support within TPG who assist to resolve issues of a technical nature.

TPG Customer Service is the level 1 customer support and main point of contact within TPG for questions regarding your account or for information about our services.

If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist.

TPG believes that our internal resolution process is the most effective and quickest way to resolve issues.

TPG Technical Support can be contacted by:

**Email:** [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)  
**Phone:** 13 14 23 at the cost of a local call from a landline or **02 9850 0800** (option 2)  
**Fax:** 02 9850 0813  
**Mail:** PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

Our Customer Service staff can be contacted by:

**Email:** [customer\\_service@tpg.com.au](mailto:customer_service@tpg.com.au)  
**Phone:** 13 14 23 at the cost of a local call from a landline or **02 9850 0800** (option 3)  
**Fax:** 02 9850 0813  
**Mail:** PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

### Making a Complaint

If our Customer Service or Technical Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint.

You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

**Email:** [customer\\_relations@tpg.com.au](mailto:customer_relations@tpg.com.au)  
**Fax:** 02 9850 0813  
**Mail:** PO Box 1844, Macquarie Centre, North Ryde, NSW 2113

You may nominate an authorised representative or advocate to liaise with us on your behalf. If you need assistance with understanding this process or lodging a complaint, please let us know. This includes consumers with a disability or those who are suffering hardship or are from a non-English speaking background.



### **What We Will Do Next**

We will acknowledge a complaint immediately on the phone or within 2 business days of receiving it and provide you a reference number. Where possible, our level 1 Customer Service and Technical Support teams will resolve your complaint upon first contact. Where they have been unable to do so, our Customer Relations team will take over management of the complaint and resolve your complaint within 15 business days of receiving it, depending on the complexity of your complaint.

We will let you know any reasons for delay and a specific timeframe for resolution. We will keep you updated with the status of your complaint and you may contact us either by phone or by email with your reference number to request a status update. Please note that TPG is unable to implement any resolution until you have accepted it.

### **Further options**

You will find the majority of matters can be handled by TPG's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within TPG, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058) or the fair trading department in your state or territory.

### **Urgent Complaints**

Please advise us if your complaint is urgent. Complaints will be considered as urgent if:

- You have applied for or have been accepted as being in Financial Hardship under TPG's Financial Hardship policy (located at [http://www.tpg.com.au/terms\\_conditions/financialhardship.php](http://www.tpg.com.au/terms_conditions/financialhardship.php)) and where the nature of the complaint can reasonably be presumed to directly contribute to or aggravate your Financial Hardship, or
- Disconnection of a service is imminent or has already occurred and where due process has not been followed

Please note TPG does not offer the Priority Assistance scheme.

Urgent complaints will be acknowledged within one business day. We aim to resolve the urgent aspects of such a complaint within 2 business days or let you know of any reasons for delay and a specific timeframe for resolution.