

## **CUSTOMER COMPLAINTS**

Astron is committed to resolving all problems and/or complaints promptly and efficiently. Astron has a definitive policy on how all customer complaints must be handled, which complies with the Telecommunication Consumer Protection Code (the TCP Code) of Complaint Handling.

If you have any concerns, you can call our customer service on 1300 72 42 72 during office hours (10am to 7pm Monday to Friday or 10am to 5pm Saturday except Public Holidays). If you wish to lodge a written complaint, you can forward your correspondence to:

Customer Relations and Complaints,  
Astron Communications and Information Services Pty Ltd  
P.O.Box 210,  
Chatswood NSW 2057

Or by email: [admin@astron.net.au](mailto:admin@astron.net.au)

### **Our complaints handling process**

- All our Customer Service Representatives (CSR) are required to identify themselves by their first name so you know with whom you are speaking.
- Our CSRs first objective when receiving any complaint is to resolve it effectively and efficiently to the satisfaction of the customer. To achieve this all CSR will provide all reasonable information and assistance to ensure that any complaint is lodged effectively and a full record of the complaint is kept on Astron's Customer Management (ACM) software. It is also the objective for all CSR's to resolve the majority of enquiries or complaints during the customer's first call.
- Complex billing complaints may take some weeks to resolve because records have to be reviewed or enquiries made with the carrier. We may ask you to provide outgoing call records during this period for comparison and to assist us in resolving your complaint. We shall try to agree with you a time frame to resolve your complaint.
- You can direct your complaint to a supervisor or manager if you are not satisfied with the resolution, or if you feel that you have not received a fair hearing.
- The Customer Service Manager will always review the complaints which have not been resolved within agreed time frames and determine what action is needed to resolve those complaints quickly.

### **Our responsibilities when managing your complaint**

- To resolve your complaint as soon as possible.
- To ensure that you can make a complaint easily and to keep a record of your complaint.
- To ensure that you are fully informed about the reasons for the decisions made about your complaint.
- To ensure that you are fully informed about resolution of your complaint.
- If you are not satisfied with the resolution of your complaint to enable you to have access to a customer service manager.

### **Payment obligations**

If your complaint is about a fee or charge for the use of our service, and provided we reasonably believe your complaint is genuine, we will in all cases, suspend payment obligations for that part of the fee or charge you are complaining about, until the complaint has been investigated and resolved.

All other fees and charges that are not in dispute are due and payable.

### **Escalation of Complaints**

- You can also direct your unresolved complaints or further concerns to senior management.
- If you are not satisfied with our proposed resolution or review of your complaint you can contact the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer your complaint to the TIO at any time. You should note that the TIO service is intended as the last resource to resolve your complaint with Astron. The TIO only takes up a complaint if you have first tried to resolve it with us.

To lodge a complaint with the TIO you can call 1800 062 058 or write to:

TIO  
PO Box 276  
Collins Street West  
Melbourne VIC 8007

The Office of Fair Trading or similar in your State or Territory may also investigate consumer complaints.