



CUSTOMER COMPLAINT HANDLING POLICY

Introduction

It is our aim to provide a high level of customer service including the handling of complaints. A complaint is any expression of dissatisfaction or grievance regarding any Telecommunications activity of Gazal Telecom Australia. This statement incorporates an outline of our procedures for the handling of verbal and written customer complaints in relation to our products and services.

Overview

Gazal Telecom Australia takes your complaints seriously.

Complaints such as poor customer service, deceptive and misleading conduct, do not call register (DNC) policies.

Poor Customer Service.

At Gazal Telecom Australia we understand that customer service is our priority. Your experience with Gazal Telecom Australia shall be dealt with the upmost priorities. Please contact us with the following information

1. You Account Number Located on your invoice.
2. Your Full Name and or Company Name.
3. A brief description of your complaint.

Please send your information through to customercare@gazaltelecom.com.au

or call 1300 367 660 and or Attention

Quality Assurance Team on

Gazal Telecom Australia

Level 1A2 410 Elizabeth Street Surry Hills

NSW 2010 Sydney

Deceptive and Misleading Conduct.

At Gazal Telecom Australia we take this topic very seriously as our standards and business ethics are practiced through a continuous rigorous sales, training and development programs. If you feel that for any reason please call or email Gazal Telecom Australia Ph 1300 367 660 or Fax 1300 367 850 www.gazaltelecom.com.au

If you have been misled into moving your services to Gazal Telecom Australia and or you do not understand what type of plan your services have been placed on, please contact us immediately as per details below. Furthermore you can contact our sales administration on or call on 1300 367 660 Do Not Call Register (DNC Register) Gazal Telecom Australia registers all customer information with ACMA; this is a system that ensures we do not contact the potential customer if they have registered their information in regards to do the do not call register with ACMA. At the time of our checking with ACMA you may have not registered with ACMA however as you can respect their may be a delay of

by the time we get information back to when we call you. On behalf of the sales management team we would like you to offer our sincere apology and please correspond with the operator that you have registered your information. Furthermore you can contact our sales administration on sales@gazaltelecom.com.au or call on 1300 367 660. We will update your registration on our contact list immediately. Further information can be found at www.acma.gov.au

Nothing in this Statement of Customer Service Standards limits or detracts from your rights under the terms and conditions of our standard customer agreement with you, the Telecommunications Act, the Trade Practices Act, the Privacy Act or any other laws. You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights. However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

Complaint Handling Procedures How we handle complaints

We aim to provide an efficient, fair and accessible mechanism for handling customer complaints.

Our Customer Service Consultants will be your single point of contact within Gazal Telecom Australia Pty Ltd whether you wish to register a complaint about technical difficulties, billing problems, our dealers or our staff. Our aim is to ensure that our complaint handling processes easily accessible to all customers.

This includes people with disabilities and people with special needs, including those from non- English speaking backgrounds. We will, where requested, provide you with reasonable assistance in formulating and lodging a complaint and with details of the information we will require to progress your complaint.

You can contact our Customer Service using any of the following methods:

E-mail: customercare@gazaltelecomaustralia.com.au

Website: www.gazaltelecomaustralia.com.au

Customer Service Phone: 1300 367 660 Customer Service Fax: 1300 367 850

A verbal or written acknowledgment will be made within 5 working days of receipt of your complaint with a time frame for investigating your complaint and when we will next contact you. Providing Customers with easy access and a point of contact to lodge a complaint is a fundamental element of Customer Service Phone: 1300 367 660 Customer Service Fax: 1300 367 850 our overall complaint policy. Each person you deal with will identify himself or herself so you know with whom you are speaking. When you log a complaint a reference number will be allocated to you to allow you to make inquiries regarding the progress of your complaint. Our Customer Service Consultants have the training and authority to deal with most of the problems or enquiries that a customers may have "on the spot". Those of a complex nature will be escalated to a senior manager for resolution. Where possible, we will target to resolve your complaint within 48 business hours of your call. If we cannot resolve a complaint within 48 hours of your call, we will, wherever possible, advise you at the time you make a complaint or within 5 working days of you making a complaint, of the complexity of the investigation your complaint will require and a time frame for the possible resolution of your complaint. Our aim is to resolve complaints as soon as we can after receiving them. In most cases, we will resolve and finalize your complaint within 30 calendar days. In some cases, the circumstances or complexity of the complaint may mean that it will not be possible to finalize your complaint within a 30-day time frame. Where more than 30 days is required to finalize your complaint, we will provide you with regular updates on the progress of your complaint and the likely time frame for finalizing your complaint. We will advise you of the outcome of our Investigation of your complaint. If you request, we will do this in writing.

We will not demand payment of genuinely disputed amounts where a complaint is being investigated. We do however require payments within our advertised payment terms of any amount not in dispute. Review of our Complaints Handling Policy We will review our complaint handling process at least once every two years to ensure that it is delivering fair and reasonable outcomes, and where necessary we will make amendments to our complaints handling policy based on these reviews. We will update this document, which sets out our policy and procedures for handling of customer complaints, to reflect any changes to the complaint handling process.

Taking Appeals outside Gazal Telecom Australia

We believe that our internal appeal process will provide the most effective and quickest way to resolve complaints. However 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 Telecommunications Industry Ombudsman (TIO) to assist. You can refer a complaint to the TIO at any time. You do not have to go all the way through our review process before approaching the TIO. You should note however that the TIO service is intended as a "last resort" to telephone subscribers with complaints. The intention of the policy is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACA. To lodge a complaint with the TIO you can call on telephone: 1800 062 058 or contact the TIO in writing at:

TIO National Headquarters PO Box 276 Collins Street West MELBOURNE VIC 8007

Customer Service Phone: 1300 367 660 Customer Service Fax: 1300 367 850