

Customer Complaints Policy

Introduction

This policy also applies to individuals serviced by all subsidiaries of Falcore Australia Pty Ltd (Falcore, Us, We, Our) including but not limited to Falcore Investments Pty Ltd and ChannelCo.

We pride ourselves on customer service but understand that our customers still have a right to complain should a service or process not meet expectations. We aim to make our complaints handling process fair, transparent, quick, effective and free. Our complaints process has been designed to comply with the following industry codes:

- The Telecommunication Consumer Protection Code;
- The Telecommunications (Consumer Complaints Handling) Industry Standard 2018;
- The Telecommunications (Consumer Complaints) Record-Keeping Rules 2018.

We strongly encourage you to try and resolve issues with us using our complaints process, but you are not obligated to do so and our complaints policy in no way limits your legal rights. You are always entitled to take independent action to enforce your rights, including seeking external review from the Telecommunication Industry Ombudsman.

Our compliance, in regards to customer complaints, is the sole responsibility of our Chief Executive Officers. We take complaints very seriously, assuring you that any matter you raise will be carefully investigated.

1. Application

This policy applies to all customers/clients/partners/entities who acquire Services from us.

Your obligation to comply with this policy includes your obligation to ensure any person or entity who you allow to use your Service also complies with this policy.

2. What is the process for lodging a complaint?

Customers can lodge a complaint via various communication channels. Should you wish to lodge a complaint please do so via one of the communication channels below:

- **Telephone** – 1300 003 321
- **Email** – clientcorrespondence@falcore.com.au
- **Online** – <https://falcore.com.au/contact/>

For all methods of contact other than by telephone, we will acknowledge having received your complaint within 2 business days. Note that any phone call will be billed at the rates set by your service provider.

2.1 Complaint Preparation

Should you require any assistance with formulating, lodging and progressing your complaint please refer to the communication channels above. We are here to help should you require any assistance when it comes to customer complaints.

You also have the right to appoint an Authorised Representative or Advocate to complain on your behalf in accordance with our Representative Policy. Our policy can be located online at <https://falcore.com.au/resources-terms/>

3. Handling Complaints

Customer complaints are different from service requests that are normally handled within our support ticketing platform. However, we use very similar processes to avoid confusion and allow us to track all communication and actions required. Where appropriate, you may lodge both a support ticket and a complaint in relation to the same incident.

If you make a complaint, the staff contact details of who will be handling your complaint will be provided to you via your communication channel you used to lodge the complaint. They will try their best to resolve your complaint “on the spot”, although this may not always be possible (for example, records need to be reviewed, or enquiries must be made with another staff member).

When you contact Falcore to make a complaint, we will initiate a ticket to track your complaint and give you the reference number for that ticket. Should the complaint not be resolved during the first contact, we respond to complaints according to the following scheduled milestones:

- Response to the initial complaint: 2 business days.
- Agreement on a strategy in which a resolution is made between Falcore and the customer: 10 business days.
- Resolution of the customer’s complaint: 5 business days.

For the purpose of this document a business day is Monday to Friday 9:00am–5:00pm ACST (Australian Central Standard Time) excluding national public holidays.

4. Timeframe Exceptions

In extreme cases, where a resolution is not possible within the above timeframes, we will advise you of the expected timeframe for a resolution (where possible) and the reasons why the resolution has been delayed as well as your options for external dispute resolution. Once you have agreed to the proposed resolution we will take steps to implement the agreed resolution within 5 business days, unless you agree otherwise, or you have not done something that we require you to do in order to proceed with implementing the agreed resolution.

5. Reviewing Customer Complaints

To ensure that we are dealing with complaints appropriately, we make records when we receive a complaint. We regularly review these records internally to ensure that outcomes are satisfactory and identify any recurring or emerging issues which require special attention.

6. Requesting an Escalation

If you are dissatisfied with the way in which your complaint is/has been handled, in the first instance you may request that the staff member attending to your complaint escalates the complaint to their manager for review. Alternatively, you may refer to our company escalation matrix. For a copy of the most recent escalation matrix document please send a request to clientcorrespondence@falcore.com.au.

7. Complaints of an urgent nature

If your complaint requires an urgent resolution, for example because you are in financial hardship and the subject matter of the complaint substantially contributes to or aggravates the financial hardship, or disconnection of your service is imminent, you should notify the person handling your complaint so that the resolution of your complaint can be prioritised.

If your complaint is an urgent complaint, we will endeavour to propose a resolution for your complaint within 2 business days or advise you of the expected timeframe and any options for external review if we cannot propose a resolution within 2 business days.

8. External Review

We believe that our internal complaint resolution is the fastest, most effective way to resolve a customer complaint. However, if you are not satisfied with our review of your complaint, or the way we have handled it, you may request review from the Telecommunications Industry Ombudsman (TIO).

The TIO is a free and independent way to seek external review of how we have handled your complaint and the act of seeking assistance from the TIO will not affect delivery of Falcore's services to you.

However, the TIO will generally not review a complaint unless you have made a genuine attempt to resolve the matter with us prior to contacting them. This means you will need to speak with us to attempt to resolve your complaint, but you do not need to go all the way through our internal complaints process prior to contacting the TIO.

You can contact the TIO via the communication channels below:

- Telephone: 1800 062 058;
- Fax: 1800 630 614;
- Online: www.tio.com.au.