



PO Box 7108  
Alexandria  
NSW 2015  
Ph: 131501  
Fax: 02 9690 5000  
ABN: 58 115 815 435

## Better Telecom Dispute Resolution Policy (page 1)

Better Telecom aims to provide the highest level of service which is above industry standard. Should a customer at any time have a concern they should follow the below procedure.

### Customer Responsibility

Should you have a concern at any time you must contact Better Telecom's customer service through one of the following ways:

- Phone Customer Service on 131 501
- Fax 02 9690 5000
- Requests in writing should be directed to:
  - Attention: Customer Service  
Better Telecom P/L  
PO Box 7108  
Alexandria NSW 2015
- Email requests for assistance can be directed to [info@bettertelecom.com.au](mailto:info@bettertelecom.com.au)
- Better Telecom has a large amount of customer self help information available at [www.bettertelecom.com.au](http://www.bettertelecom.com.au)
- Failure by a customer to contact Better Telecom for assistance will not allow us to resolve your issue.
- When contacting Better Telecom you must include information of the following details:
  - Your details & account number
  - Information, date and time of any events relating to your enquiry
  - Service(s)/numbers involved
- If you are not satisfied with the first level of customer service you may escalate the enquiry to a Complaints Resolution Officer at Better Telecom
- If you have discussed the issue with a complaints resolution officer and are still not satisfied with the resolution, you may contact the Telecommunication Industry Ombudsman (TIO) for assistance
- If your enquiry is not resolved by the TIO you may choose to seek independent legal advice from a solicitor.

### Better Telecom Responsibilities for Customer Complaints

- Better Telecom will always assist with any valid request for assistance
- Better Telecom will make appropriate changes to avoid any issues occurring in the future
- Better Telecom will work within industry guidelines, ACMA and ACIF codes to assist customers.
- Better Telecom will keep the customer informed of any progress relating to their enquiry.
- Better Telecom will endeavour to resolve your enquiry on the spot upon first point of contact.
- If Better Telecom is unable to resolve your enquiry at first point of contact, we will endeavour to resolve your enquiry within 48 hours. Where further investigation is required involving third party providers this time frame may be extended.

**The Better Telecom Dispute Resolution Policy is written in conjunction with the Fixed Wire and Data & Internet Terms and conditions.**



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## Better Telecom Dispute Resolution Policy (page 2)

### Telecommunications Industry Ombudsman (TIO)

The TIO Deals with complaints that consumer have not been able to resolve with their telephone or internet company. The TIO is an office of last resort. This means that before contacting the TIO you must have tried to resolve your complaint with Better Telecom.

#### Contact Details for the TIO:

- Freecall: 1800 062 058\*
- Freefax: 1800 630 614
- TTY: 1800 675 692
- Translator & Intrepreter Service: 131 450

#### Switchboard:

- Phone: +61 03 8600 8700
- Fax: +61 03 8600 8797
- Email: [tio@tio.com.au](mailto:tio@tio.com.au)

#### Postal Address:

- PO Box 276  
Collins Street West  
Melbourne VIC 8007  
Australia

#### Street Address:

- 15/114 William Street  
Melbourne VIC 3000  
Australia

Website Feedback You can also provide feedback via the TIO website [www.tio.com.au](http://www.tio.com.au)

\* Calls from mobile phones will be charged at the applicable mobile rate.