

Complaints Handling Policy

Overview

At uConnected, we strive to delight our members with fantastic communication solutions and incredible customer service experiences. Part of that means ensuring you have the ability to make complaints and understand how we manage them, including the associated steps involved in solving them.

You can submit a complaint by contacting us using one of the methods below. We'll be sure to acknowledge your complaint within two working days of receipt.

How to Complain

1. **Website:** Visit our website and use the form at: uconnected.com.au/contact
2. **Email:** Send an email to support@uconnected.com.au, be sure to include your full name and uConnected phone number.
3. **Phone:** Call **03 9113 6044** and follow the prompts. This call is billed at your carrier's usual call rate to call landlines that are based in Melbourne.
4. **Mail:** Address your complaint to PO Box 45, Mitcham, VIC 3132. Please note that complaints delivered by mail can take longer to be received.

What if I am unable to speak with uConnected myself?

You are very welcome to nominate an individual to communicate with uConnected on your behalf. This can be done at any time by contacting us via uconnected.com.au/contact and providing the individual's details. We'll verify ownership over your account with you before making any changes.

How are complaints managed?

Regardless of the method you use to get in touch, our team will work with you to reach an outcome. There are no costs associated with submitting a complaint, and they can be lodged at any time.

A member of our management team will be assigned to your complaint and will communicate with you to solve the issue. We aim for all complaints to be resolved within 10 business days, and we'll be in touch throughout that time to keep you in the loop. You can also follow up at any stage during the process to request an update.

What if my complaint is time sensitive?

We aim to solve complaints quickly and in the order that they are received, though it's important to let us know if your complaint is urgent. An urgent complaint is one that relates to a situation where the associated service may be disconnected or lost. There may be other reasons that your complaint would be urgent so please ensure the team member assigned to your complaint is made aware.

What if I'm unhappy with my complaint's resolution?

We pride ourselves on finding workable solutions that leave all parties satisfied with the experience, but in the event that's not the case you may wish to escalate your complaint. Since all complaints are addressed directly by uConnected's management team, the next escalation point is the Ombudsman. You can contact the Telecommunications Industry Ombudsman (TIO) using the contact details below:

1. **Website:** www.tio.com.au
2. **Email:** tio@tio.com.au
3. **Phone:** 1800 062 058
4. **Mail:** PO Box 276, Collins Street West, VIC 8007