SKY5G VANUATU

Complaints Handling Process

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Sky5G Australia Complaints Handling Process

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You have a right to make a complaint. This process explains how to complain to Wi-Sky Queensland Pty Ltd (ABN 91 613 554 546), trading as Sky5G Australia, how to follow your complaint's progress, what we will do and how long each step takes. It follows the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018*.

A complaint is any expression of dissatisfaction with our products or services, or with how we have handled a complaint, where you expect a response or resolution. You do not need to use the word "complaint". If we are unsure whether you want to make one, we will ask you.

Our commitments

- Making a complaint is free.
- We treat you fairly and courteously.
- We help you make and progress your complaint, including if you have accessibility needs or a disability, speak a language other than English, or are receiving or have applied for financial hardship assistance.
- You can nominate a representative, such as a family member, friend, advocate or financial counsellor, to make and handle a complaint for you.
- We will not cancel your service only because you could not resolve a complaint with us and went to the Telecommunications Industry Ombudsman (TIO) or another external body.
- We keep waiting times, transfers and the number of people you deal with to a minimum.

How to make a complaint

You can use any of the details below to make a complaint or to ask about one.

Method	Details
Phone	1300 413 798 (ask for the complaints team), Monday to Friday, 9am to 5pm AEST (closed on public holidays)
Email	support@sky5g.com.au, at any time

Post	Complaints, Wi-Sky Queensland Pty Ltd, PO Box 21, Richmond QLD 4822
Website and live chat	Use the chat at https://www.sky5g.com.au/ or sign in to My Account, Monday to Friday, 9am to 5pm AEST (closed on public holidays) for a staff reply. You can leave a message at any time
Sky5G app	Use Chat in the app, Monday to Friday, 9am to 5pm AEST (closed on public holidays) for a staff reply. You can leave a message at any time

If you bought through an authorised Sky5G reseller, you can also tell the reseller, who must pass your complaint to us. Tell us what happened, when, what you would like us to do and the safest way to contact you. Your account or service details help, but you can complain without them.

If you are deaf, or have a hearing or speech impairment: use the National Relay Service. Call TTY 133 677 or Voice Relay 1300 555 727, or visit https://nrschat.nrscall.gov.au/ , and give the relay officer our number, 1300 413 798.

If you need an interpreter: call TIS National on 131 450 and ask them to call us on 1300 413 798. We will also give you a copy of this process in a suitable format on request.

What happens and how long it takes

We try to resolve your complaint the first time you contact us. If we cannot, these are the steps.

Step	What we do	Timeframe
1. Acknowledge	We confirm that we received your complaint, give you a unique reference number and explain how to check its progress	Immediately by phone, live chat or app. Within 2 working days by email or post
2. Assess	We work out what the complaint is about and whether it is urgent	When we receive it
3. Investigate	We review the records and may ask you for more information. The investigation matches how serious the complaint is	As soon as practicable
4. Propose a resolution	We explain our decision and confirm the resolution we propose	Within 10 working days of receiving your complaint
5. Billing errors	We resolve complaints about alleged billing errors	By the end of the billing period after your current one, or within 30 calendar days, whichever comes first
6. Implement	We finish everything needed to put the resolution in place	Within 5 working days of you accepting it, unless we agree otherwise with you
7. Confirm in writing	We confirm in writing that your complaint has been resolved	Within 5 working days of finishing our investigation
8. Close	We close your complaint with your consent, or as the rules below allow	After the steps above

If you ask us for the proposed resolution in writing, we will send it within 5 working days of your request.

A working day is any day other than a Saturday, Sunday or gazetted public holiday where your premises or principal place of business is located.

Urgent complaints

We treat a complaint as urgent when:

- you are a financial hardship customer who has applied for, or has an arrangement for, financial hardship assistance, and the subject of the complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship;
- disconnection of your service is imminent or has happened, and due process has not been followed;
- it involves you as a priority assistance customer and the service for which you receive priority assistance; or
- you are affected by domestic, family or sexual violence and tell us there is a threat to your safety or your children's safety.

We prioritise urgent complaints ahead of other complaints and give them to staff who can act on them. We will confirm the proposed resolution, and if you accept it, put it in place, **within 2 working days** of receiving the complaint.

Prioritising and escalating your complaint

We prioritise complaints by urgency and by the effect on you. We will escalate your complaint if you reasonably ask us to, and a senior staff member will then review how it has been handled and tell you the outcome.

If you are unhappy with our response times or progress, want your complaint treated as urgent, or ask about your options, we will within **24 hours** tell you about our prioritisation and escalation processes and how to contact the TIO. If you ask us to prioritise or escalate your complaint, we will assess that request within **5 working days** and prioritise or escalate it where appropriate.

If there is a delay

We will tell you about any delay as soon as possible. If we do not believe we can meet a timeframe above, we will tell you within that timeframe why there is a delay and when we expect to resolve your complaint. If the delay will be more than 10 working days past the timeframe, and it is not caused by a notified mass outage, we will also tell you how to contact the TIO.

If your complaint is not resolved within 30 calendar days, we will give you the TIO details on the next working day, unless we have already done so.

If we cannot reach you

If we cannot reach you after at least 5 attempts, each on a separate calendar day over no more than 10 calendar days, we will write to you. We will explain our attempts and invite you to contact us within at least 10 working days.

Closing a complaint

We close a complaint only with your consent, or if we have given you the required TIO information and written notice, or if the steps below for complaints we cannot take further apply. We may decide not to deal further

with a complaint only after careful consideration and internal escalation, and only if we can do nothing more to resolve it and the behaviour or complaint is frivolous or vexatious. We will give you our reasons and the TIO details within 5 working days, and confirm them in writing within 5 working days if you ask.

We will not start legal proceedings against you on the same subject while we are handling your complaint, for 7 working days after we tell you the outcome, or while the TIO is investigating it.

Network outage complaints

This section applies when you report that you cannot establish or maintain a connection and we have reason to suspect a major outage or significant local outage is affecting you or is likely to. Report it using the contact details above, or through the methods shown on our status page at https://au.sky5g.global/status if some are unavailable because of the outage. Our outage communications are explained in our Network Outage Policy at https://au.sky5g.global/legal/outage .

1. **Check.** We take all reasonable steps to decide on first contact whether your report is a network outage complaint. We may ask where you are and which service is affected, and what has stopped working. If it is not, or if a natural disaster is the sole or main cause of the outage, we will consider whether to treat it as a complaint under the process above.
2. **Acknowledge.** We confirm that your report is being treated as a network outage complaint, give you a unique reference number and explain how to monitor it, how to reach us, and where on our website to find this process, outage information and any other remedies.
3. **Default resolution.** The outcome of the default resolution is to restore access to the services affected by the outage. We complete everything within our capacity to do this as soon as practicable.
4. **Updates.** Outage status and updates are published on our status page and sent as required by the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*. We tell you when services have been restored.
5. **After restoration.** As soon as practicable after that notice, we write to you explaining how to make a complaint seeking a tailored resolution, what to do if your service is still not working, how to ask for more help and the details of any bulk resolution offer.
6. **Closure.** We do not close a network outage complaint until at least 3 working days after that written notice, unless you tell us the service is working.

Urgent network outage complaints. Tell us if the outage creates a risk to your personal safety or a serious health risk, or if it affects a service for which you receive priority assistance. We make all reasonable efforts to keep you connected, including by considering interim or alternative options. We ask within 2 calendar days of the written notice whether your service is working. If it is not, we take steps to restore it within 2 working days of you telling us. We do not close the complaint until your service has been restored.

If you are not satisfied with the default resolution, you can make a complaint under the process above.

External dispute resolution

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

Please give us a reasonable opportunity to resolve your complaint first. Contact the TIO on **1800 062 058** or at https://www.tio.com.au/make-a-complaint . For privacy complaints you can also contact the Office of the Australian Information Commissioner at https://www.oaic.gov.au/ or on 1300 363 992.

Records and improving our service

We keep records of complaints and our handling of them for at least two years, and protect them in line with our Privacy Policy. We classify and analyse complaints at least every three months to find and fix frequent and systemic problems, and we review this process at least every 12 months.

You can ask us for a copy of this process at any time.