

Complaints Handling Policy

At Siptalk we take pride in ensuring our customer's satisfaction. If we haven't met your expectations or you are otherwise dissatisfied with our service please let us know. We have a formal complaint management process in place to ensure that your complaint is addressed appropriately. It is your right to complain and this feedback helps us to continually better our services for you and other customers.

What is defined as a complaint?

A complaint means an expression of dissatisfaction made to us in relation to our services or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you. Contacting SipTalk to request support or to report a service difficulty is not necessarily a complaint. Technical and support issues are common and occur for many reasons, if you are simply experiencing a technical issue we will not consider your contact with us as an official complaint unless you specifically request us to. Our complaints policy and process is designed to ensure resolution of individual complaints and to enable continuous improvement of our products and services.

First point of Contact

Siptalk Technical Support team is the customer support team within Siptalk who assist to resolve issues of a technical nature.

PH: 08 7070 2640

support@siptalk.com.au

Siptalk Accounts team is the customer support and main point of contact for questions regarding your account or for further information about our services.

PH: 08 8382 5967

sales@siptalk.com.au

Lodging a Formal complaint

If our Accounting or Technical Support teams have been unable to satisfy your issue, you can request for your issue to be considered a complaint. If you need to make a formal complaint please [contact us](#).

Your responsibilities and rights when making a complaint:

- If our service has not met your expectations or if you have a concern about us, please [contact us](#). You are invited to contact us about all general complaints, including privacy complaints.
- If you call us, the consultant receiving your call will provide their name and either resolve your complaint there and then, or refer your complaint to someone who can resolve the matter to your satisfaction.
- If your complaint is referred to someone else for resolution, the consultant will provide you with a timeframe within which the referred complaint will be responded to.
- If you are not satisfied with the resolution we suggest, or if you feel that you have not received a fair hearing, your complaint will go to a senior staff member who will review your complaint and the resolutions offered, and discuss the complaint with you.

- If we don't resolve your complaint to your satisfaction, you have the right to refer your complaint to the Telecommunications Industry Ombudsman (TIO), see below.

Our responsibilities when managing your complaint

- to provide you with access to this complaint management process
- to look to resolve all problems and complaints to your satisfaction locally, quickly and effectively
- to keep you informed about resolution of your complaint, and
- to contact you as soon as information becomes available if we do need time to investigate your complaint. This will normally be within five working days.

Minimum information required when submitting a complaint

- Account holder's full name
- Account username
- Daytime contact phone number
- Details of complaint - Dates, times, staff members spoken to
- Proposed outcome

Resolving the complaint

Some complaints are more complex than others and as such may take longer to resolve. We aim to provide a resolution at this level within five working days.

We will advise you either verbally (via telephone) or in writing (via email) of the outcome of your complaint. If you prefer a specific method of contact, this may be requested when lodging your complaint.

You will find that all matters can be handled by SipTalk's internal processes and we do require that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within SipTalk, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Contact details of the TIO can be found on their website: <http://www.tio.com.au/about-us/contact-us>)

Revision of the Complaints Handling Policy

PC Range Pty Ltd Trading As SIpTalk reserves the right to revise, amend, or modify the Complaints Handling Policy, our Internet Service Agreements and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted on the Internet at www.siptalk.com.au.