

SPACETALK

Spacetalk

Complaints Handling Process

Contents

1	Purpose	3
2	What is a Complaint	3
3	Who can make a Complaint	3
4	How to make a complaint	3
4.1	Contacting us	3
4.2	If you need extra support	4
5	Our process in managing your complaint	5
5.1	When making a complaint	5
5.2	Steps we take to resolve complaints	5
6	External complaints	7

1 Purpose

Here at Spacetalk, we understand your right to make a complaint if you are dissatisfied with our services or how we've handled your enquiry.

If you have not received the support you expect, we want you to let us know so that we can get it right. If it's not clear to us whether you wish to make a complaint, we will clarify this with you. We will not charge you for handling your complaints.

Our complaints handling process sets out our commitment to customers around managing and resolving complaints.

2 What is a Complaint

At Spacetalk, a complaint is any expression of dissatisfaction you (or your representative) make about our products, services, or how we've handled a complaint.

When you first contact us to request information, get support, or report a service problem, we won't treat it automatically as a complaint unless you ask us to. If it's not clear, we'll check with you. If you tell us you're unhappy with our products or services, we'll always ask whether you'd like your concern to be managed as a complaint so we can resolve it promptly and fairly.

3 Who can make a Complaint

Anyone has the right to make a complaint, and you can also nominate someone to make a complaint on your behalf.

Should you need another individual to speak to us on your behalf regarding your complaint (**authorised representative**), please let us know. We're happy to assist you in any way we can but will need approval from you to do so.

For help on how to appoint an authorised representative, please contact us via one of the methods at Section 4.1 below.

4 How to make a complaint

4.1 Contacting us

You can contact us about a complaint via the methods listed below. We will acknowledge receipt of your complaint as soon as we receive it. For example, if we are on the phone to you, this will be straight away. If you contact us by other means, (e.g. if you send us an email or letter), we will acknowledge receipt of your complaint within 2 business days of receiving it.

Contact Method	Details
Phone	1300 028 478
Live online chat	spacetalk.co
Email	support@spacetalk.co
Post	Level 2, 104 Frome Street, Adelaide SA 5000
Non-English speaking	You can contact the Translating and Interpreting Service (TIS National) on 131 450 or https://www.tisnational.gov.au/
If you are deaf, have a hearing or speech impairment or need extra support	You can contact us through the National Relay Service Monday to Friday 9am – 5pm (around Australia) on 13 36 77 or by using the helping you connect options here https://www.accesshub.gov.au/

Digital and phone-based support hours: Our team's hours of operation are Monday – Friday, 9am to 5pm AEST.

4.2 If you need extra support

We are dedicated to recognising and supporting our customers in vulnerable circumstances and ensuring you can stay connected.

If you are affected by domestic, family or sexual violence you can request tailored support as well as assistance in making or tracking a complaint. To find out more, access our support services page [here](#)

If you may also be experiencing financial hardship, whether it be long or short term, we may also be able to provide you with payment assistance. To find out more, access our Payment Assistance Policy [here https://www.Spacetalk.co/pages/payment-assistance-policy](https://www.Spacetalk.co/pages/payment-assistance-policy)

5 Our process in managing your complaint

5.1 When making a complaint

We are committed to acknowledging and resolving a complaint as soon as possible. We will always assess and try to resolve your complaint at the time it is raised. However, there may be times when this is not possible, and we may need to investigate further.

When you make a complaint over the via live chat, real time communication or phone, we will immediately provide you with:

- (a) a unique reference number so you can identify and follow up on your complaint;
- (b) an estimated timeframe for when we will resolve your complaint;
- (c) details on how you can get information about our complaint handling process; and
- (d) instructions about how to monitor your complaint.

In addition, we will inform you of external dispute resolution options available to you (such as the Telecommunications Industry Ombudsman (TIO)).

Where a complaint is made by email or by post we will attempt to get this information to you within two working days of receiving your complaint.

We will help you with compiling, lodging, and progressing your complaint if you require assistance with this.

5.2 Steps we take to resolve complaints

(a) Initial assessment

Our customer service representatives and managers have the training and authority to resolve most of the queries experienced by our customers in real time at the first point of contact. However, there may be instances where complaints may be escalated to other departments to help provide a complete resolution. The time we spend investigating a complaint is determined by its seriousness and complexity.

When we receive your complaint, we will assess it as either standard, urgent or relating to a billing error. If we are unsure, we may contact you for more information.

Urgent complaints are considered to be those complaints where:

- you have applied for or have been accepted as experiencing financial hardship and the subject of your complaint can be reasonably presumed to contribute to or aggravate your financial hardship assistance;
- the complaint involves a service that is about to or has been disconnected, and due process has not been followed;
- you are complaining about a priority assistance service; or
- complaints regarding concerns for personal safety.

(b) Investigation

SPACETALK

For complaints that we can't resolve immediately, we will investigate as necessary and then contact you (or your authorised representative) within 10 working days to discuss how to resolve your complaint. We'll make multiple attempts on consecutive days to contact you. Once we make contact, we will propose a resolution to your complaint.

We will implement any agreed resolution within 5 working days, unless you have agreed otherwise, you have not yet completed something you agreed to do, or the issue has been caused by a notified mass outage of service.

If your complaint relates to a billing error, we'll do our best to fix it before your next bill is due, or within 30 days, whichever is sooner. For urgent complaints we will contact you as soon as possible with our suggested resolution and do our best to implement it within 2 working days.

If we hit delays and we do not believe your complaint can be resolved within the timeframes above, we'll contact you as soon as possible to let you know and propose new timelines. If you are not happy with our proposals at any stage, you can make a complaint to the TIO via the details provided in Section 6 below.

(c) Monitoring your complaint

You can track your complaint's progress by contacting us and supplying your unique reference number. When a Spacetalk team member is assigned to manage your complaint, they'll contact you directly with their details and next steps.

(d) Attempts to make contact

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and discuss your concerns. We will require contact details to enable communication between you and Spacetalk and we may ask that you make yourself available to discuss your concerns at an agreed time. If we are unable to contact you after 5 separate attempts on separate calendar days (over a total period of not more than 10 calendar days), we will write to you:

- advising that we were unable to contact you.
- providing details of our attempts; and
- inviting you to contact us to discuss your complaint within a specific timeframe of not less than 10 business days from the date of our invitation.

Frivolous or vexatious complaints

Spacetalk will not dismiss complaints as frivolous or vexatious without exhausting all possible options to escalate and resolve them in accordance with our processes. We will inform you of the decision not to investigate within five working days of making such a decision, the reasons for our decision and the options for external dispute resolution, including the TIO.

(e) Closure

Once your complaint has been investigated and resolved, we'll let you know within 5 days after our investigation is completed. We will not close a complaint until you have agreed it has been resolved (unless there are special circumstances as outlined in Section 5.2(d) above). If you wish to close your complaint at any time, please contact us to let us know.

Regardless of the outcome of your complaint and whether it was able to be resolved, your Spacetalk services will not be cancelled for the sole reason that a complaint could not be solved.

(f) Escalation due to dissatisfaction with our process

You can ask us to escalate your complaint if you're not satisfied with what we are doing, or you think it's reasonable that your complaint be treated as urgent. In both instances, we will escalate your complaint to our Resolution Manager for consideration and response.

We'll also let you know about your options for internal escalation, and external dispute resolution options such as the TIO. Spacetalk will not commence legal proceedings against you if your complaint has the same subject matter, while your complaint is being handled internally and for 7 working days after you are advised of the outcome of your complaint, or while your complaint is being investigated by the TIO.

6 External complaints

If you tell us you are unhappy with the resolution determined as best applicable for your complaint, we will send you correspondence detailing our understanding of the complaint, offered resolutions, and available external options within 1 business day of you notifying us.

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. It is important that you attempt to resolve your concerns directly with Spacetalk prior to reaching out to the TIO.

To lodge a complaint with the TIO you can call 1800 062 058) or contact them via their website www.tio.com.au. Please note: It is helpful to provide the TIO with your Spacetalk unique complaint reference number to show you've attempted to resolve your issue with us prior to using their service.