SERVICE TERMS AND CONDITIONS

Complaints Handling Policy

Clean, readable text edition for website publication.

Document	Complaints Handling Policy
Category	Policy
Owner	C9 GROUP
Contact	1800 000 299 | Sales@c9group.com.au

Original document content and source information are retained. C9 GROUP visual branding has been applied for website publication.

Complaints Handling Policy

Customer-facing process forreceiving,managing,and resolving complaints.

Document

Category

Policy

Owner

Source version

January 2022

1800 000 299 | Sales@c 9 group.com.au

Contact

applied for website publication.

C9 GROUP | Complaints Handling Policy

C9 GROUP Complaint Handling Process

Contents

Introduction

This document explains our complaint handling process (CHP) for our past, current and prospective customers (we'll call them all customers) who are covered by the Telecommunications(Consumer Complaints Handling) Industry Standard 2018(Complaints Standard).

It outlines how we handle complaints, and is intended especially for our customers, our own staff, other telcos involved in our supply chain, and other interested parties, and it includes the minimum requirements for consumer complaints handling as required by the Complaints Standard.

Accessing this Complaint Handling Process This CHP is available on ourwebsite.

(a) There is a link on our home page to information about how to (b) contact us to make a complaint or enquiry, and it is clear that the link provides information you can use to make a complaint.

We'll also make this CHP available to you:

(c) ·if you ask for it; or as soon as practicable after you inform us that you wish to make a complaint.

Note to staff: If you're dealing directly with customers, you must give them access to this CHP as described above.

Who this CHPappliesto This CHP applies to you if you are:

(a) an individual customer who acquires a telecommunications product mainly for personal or domestic use and not for resale;or (b) a business or non-profit that, at the time of contract:

(i) acquires a telecommunications product not for resale; and doesn't have a genuine and reasonable opportunity to (i)

negotiate the terms; and

has an (anticipated) annual spend with us of $20,000 or less.

(li)

Some special terms

(a) 'ACMA' means Australian Communications and Media Authority- see clause 39(d).

(b) 'Financial hardship' means a situation where:

you can't discharge your financial obligations to us, due to illness, unemployment,being the victim of domestic or family violence,or other rea son able temporary or ongoing cause; and C9 GROUP Complaint Handling Process you believe that you will be able to discharge those (i) obligations if the payment or other arrangements relating to the supply of telecommunications products by us to you are changed.

(c) 'Personal information' means the same as in the Privacy Act 1988.

'Solution'means a way to deal with a complaint - not necessarily (d) the way you want.

'Telecommunications product' means the same as in the (e) Complaints Standard it covers most telco services and associated goods we supply.

'TIO' means Telecommunications Industry Ombudsman - see (f) clause 29.

"Working day'means a daythat is not a Saturday,Sunday or (g) gazetted public holiday inthe location of your premises or principal place of business.

Representatives

(a) an Authorised Representative -who is a person who has () authority from you to deal with us on your behalf as your authorised agent; or an Advocate - who is a a person nominated on your behalf (i) to deal with us on your behalf, but does not include an Authorised Representative or a person who has authority to access your account information from us.

The forms and procedures for nominating a Representative are on (b) our website.

(c) You can nominate a Representative to make and handlea complaint for you.

What'sa'complaint'?

Any of the following counts as a complaint:

(a) if you express dissatisfaction about our products or services; or if you express diss atis fact ion about our complaint handling process - and you tell us, or imply, that you expect a response.

But if you make an initial call to request information, or to request support, or to report a fault orservice difficulty,we won't treat it as a complaint unless you ask us to.

And if there was legal action already underway, the subject of that wouldn't be treated as a complaint.

Notes to staff:

C9 GROUP Complaint Handling Process If a dissatisfied customer contacts us and you're not clear whether (a) they want to record a complaint - you must ask them, to clarify.

(q) You must also help a dissatisfied customer to formulate their complaint, and to lodge it, and to progress it.

To assist staff to help customers with special needs or disabilities, (c) we've included some guidance steps in clause 41.

(p) To assist staff to help customers from non-English backgrounds, we've included some guidance steps in clause 42.

(e) To assist staff to help customers suffering financial hardship, we've included some guidance steps in 43.

Whenis a complaint'resolved'?

A complaint counts as'resolved' when:

we and you have agreed on a solution, and we have fully (a) implemented it;or you escalate it to the TIO; or (q) all internal resolution processes set out in this CHP have been (c) completed and:

you and we have not agreed on a solution; and () (i) we have advised you about your options for external dispute resolution, including the TI 0 - see clauses 29 and 39; or we are otherwise entitled to close the complaint under the (d) Complaint Closing Rules in clause 27.

We will confirm that your complaint has been resolved as soon as practicable after we complete our investigation of it, and we'll confirm that in writing, within five working days after you ask us to.

Our complaints goal

As a customer, you have the right to make a complaint. Our goal is to keep our customers satisfied, and that means as few complaints as possible, and that any complaints that do arise are dealt with openly, fairly and promptly.

To support that goal:

Our complaints process is approved by our Chief Executive Officer (or equivalent), who is responsible for ensuring its implementation, operation and compliance in accordance with the Complaints Standard.

(b) maintain the effective and efficient operation of the process in accordance with the Complaints Standard.

Our complaints process is focused on your needs and expect ati ons (c) and is designed to be easy to understand and use.

C9 GROUP Complaint Handling Process How and when you can make a complaint You can make a complaint:

When

By letter to

Level 3, 480 Collins Street Melbourne

3000 At any time On our website at www.c 9 group.com.au 8:30 am to 5:00 pm

Call

Monday to Friday 1300 230 460 At any time

Email

complaints@C9 GROUP

Howand whenyou can monitor the progress of acomplaint 10 You can monitor complaint progress:

8:30 am to 5:00 pm Call 1300 230 460 and quote your

Complaint Number

Monday to Friday Visit your customer account page At any time If you need assistance 11 We will assist you to formulate, lodge and progress a complaint if you need help, especially including because of disability, hardship and difficult i es with English.Just let our Customer Care officer know you want help and, if you can't tell us in that way:

(a) write or email your request to an address in clause 9; or (b) contact us through your Representative - see clause 5; or (c) contact us via the National Relay Service on 133 677; or (p) contact us via the Translating & Interpret ing Service on 131 450.

Receivingyourcomplaint

12 We'llreceive your complaint through any of the contact points in paragraph 9.

Our complaint management steps 13 We will use our best efforts to resolve your complaint on first contact.If we can't do that, the steps in the following clauses apply.

Acknow ledge ment of your complaint 14 (a) If you make a complaint in person or by telephone to a Customer Care officer, we'll acknowledge it immediately.

C9 GROUP Complaint Handling Process If you make a complaint by email, or through our website or (b) another customer service website we approve, or by paper post, or by a telephone message recording system, we'll acknowledge it within two working days.

When we acknowledge your complaint, we'll allocate it a unique (c) reference number or take another measure so we can later identify the complaint and its subject matter (Complaint Number), and advise you of the Complaint Number.

Initial assessment of your complaint 15 On initial assessment, a Customer Care officer will:

identify and flag it if it is an urgent complaint - see clause 16;

(a) (b) categorise it according to our standard categories in clause 34;

identify and flag complaints about billing errors - see clause 23;

(c) (d) assess whether it can be resolved without further investigation;

and if so skip to:

clause 21 (for non-urgent complaints) or

(i (i) clause 22 (for urgent complaints).

How weidentify urgent complaints

16 Your complaint is identified as urgent if:

you have applied for or have been accepted as being in financial (a) hardship under our Financial Hardship Policy and the subject matter of your complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship; or (b) disconnection of your service is imminent or has occurred and where due process has not been followed; or it relates to a service for which you receive Priority Assistance (c) under the Priority Assi stance for Life Threatening Medical Conditions Code.

Our Customer Care officers are trained to watch for these factors and Internal prior i ti sat ion process 17 We are flexible in the way we prioritise complaint processing,because special circumstances can apply. But in normal circumstances:

Urgent complaints have highest priority.

(a) Complaints involving services to customers with significant health (b) problems, or the care of young children or who are in remote locations or who are old-aged are prioritised next.

Complaints that are approaching, or have exceeded maximum (c) response times are prioritised next.

6 C9 GROUP Complaint Handling Process We can often only know about these,orother,important factors if you tell us. You can alert us using any of the contact channels through which you can lodge a complaint.

Concerns about applicable response time 18 If you notify us that you are not satisfied with the response times that apply to the handling or management of your complaint, within five working days we'll advise you about:

(a) our internal prior i ti sat ion process - see clause 17;

(b) our internal escalation process - see clause 28; and options for external dis put ere solution,including the TIOsee (c) clauses 29 and 39.

Request for urgency 19 If you reasonably notify us that you want your complaint to be assessed and treated as urgent, within two working days we'll advise you about:

(b) our internal escalation process - see clause 28; and options for external dis put ere solution,including the TIOsee (c) clauses 29 and 39.

Investigation of your complaint 20 In investigating a complaint, a Customer Care officer will:

make any relevant enquiries of you, your Authorised (a) Representative or Advocate, or our systems or other staff, or of any other telcos involved in our supply chain, and other interested parties;

investigate the complaint suitably for its seriousness;

(q) (c) fairly and carefully consider the merits of the complaint;

focus on finding the optimal solution foryou and the situation;

(p) seek guidance from a manager if necessary; and (e) (f) keep in mind our obligations under the Complaints Standardand this document.

Ourresponse and proposed solution 21 We'lloffer a solution for your complaint within 15 working days of (a) receiving it, unless a delay prevents that - see clause 30.

We'll confirm that offer in writing, within five working days after (b) you ask us to.

C9 GROUP Complaint Handling Process Handling urgent complaints &how; it's different from ordinary 22

complaints,

An urgent complaint will be handled generally in accordance with this CHP, but within two working days of receiving your urgent complaint, we will:

(a)offer a solution; and (b)if you accept that solution, action it - (unless a delay prevents that - see clause 30) and we'll confirm that in writing, within five working days after you ask us to.

Complaints about billing errors

23 If you make a complaint during a billing period about a billing error, we will resolve it by the end of the next billing period.

Solutions

24 (a) The solution we offer will be tailored to you so that, as far as practicable,it addresses the main cause of the complaint, and your individual circumstances.

Where a complaint is indicative of a broader problem or systemic (b) issue, we'll seek to resolve the main cause of that problem or issue.

We aren't required to action that proposed solution unless and (c) until you accept it. If you do accept our proposed resolution, we are allowed a period of time to action it - see clause 26.

Communicating our decision about the complaint 25 (a) We'll notify you of our decision about your complaint as soon as practicable after we complete our investigation,including offering any solution in accordance with clause 21.

We'll communicate this information by email or text message or by (q) phone.

We'll confirm it in writing, within five working days after you ask us (c) to.

Implement inga nag reed solution 26 We'll fully action a solution within ten working days after you agree to it, unless:

(a) we and you agree otherwise; or (b) you agreed to do something to facilitate the solution by a certain time, and you failed to do so; or it's an urgent complaint and clause 22 applies.

(c) C9 GROUP Complaint Handling Process Closing a complaint -(Complaint Closing Rules) 27 We may close your complaint in our complaints system if:

(a) the complaint is resolved and there is nothing left for us to do; or (b) you consent; or (c) we have completed the Unsatisfactory Outcome Procedure in clause 31; or (d) we have completed the Unreasonable Complaint Procedure in clause 32; or we have completed the Lost Contact Procedure in clause 33.

(e) Internal escalation process 28 Your complaint will escalated and managed accordingly if you (a) reasonably request it.

You can request escalation using any of the contact channels (b) through which you can lodge a complaint.

(c) Internal escalation and management may not accelerate resolution if the complaint is not urgent and its processing already meets the applicable standards and is within the permitted maximum response time/s.

(p) A complaint will be automatically escalated if:

(i) a maximum response time has been exceeded;

it becomes urgent; or (i) (i) you notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution.

Each escalated complaint will be referred to a more senior (e) Customer Care officer, who will assess the reason/s for the escalation and the best way to respond to them, and direct action accordingly.

Process where a complaint is referred to the TIO for external resolution 29 (a) You may escalate a complaint to the Ti O after we have been given a reasonable opportunity to resolve it.

(b) The TIO can be contacted:

through its website at www.tio.com.au;

(i) (i) by phone on 1800 062 058;

(i) by writing to PO Box 276, Collins Street West Vic 8007;

(iv) through the National Relay Service - call on 1800 555 677 then ask for 1800 062 058;

by faxing a consumer complaint form (see (v) www.tio.com.au/ data/assets/pdf_file/0006/9195/T 1 O-consumer-y C9 GROUP Complaint Handling Process complaint-form-Feb-2016.pdf) to 1800 630 614; or by emailing the consumer complaint formto (vi) tio@tio.com.au.

The TIO may accept your complaint if:

(c) it is about your landline telephone, mobile or internet (9

service, damage to your property or telecommunications

equipment; and (i) you have already tried to contact us to resolve your complaint with us; and you the account holder or have you been authorised to deal (ii) with the matter by the account holder; and your complaint less than two years old (or between two and (iv) six years old, if you have a good reason for not making it before).

(d) If TIO accepts your complaint, it will process it according to its current procedures.

If delays occur or are anticipated 30 If there's a delay in the timeline for managing or handling your (a) complaint, we'll inform you as soon as possible after we become aware of it.

If we do not reasonably believe we can resolve your complaint (b) within 15 working days (or two working days for an urgent complaint) we will advise you within those periods:

why there is a delay;

(i) (i) the new timeframe that will apply; and if we expect resolution to require more than ten more (ii) working days, of your options for external dispute resolution including the Ti O (except if the delay is because of a notified mass outage of service).

Unsatisfactory Outcome Procedure

31 If you:

(a) (i) complaint; or notify us that you are not satisfied with the outcome of your (i) complaint; or (ii) enquire about your options to pursue your complaint further- then we'll advise you about:

our internal escalation process - see clause 28 (to the extent (iv) that you haven't already availed yourself of it); and 10 C9 GROUP Complaint Handling Process your opt i ons for external dis put ere solution,including the (v) TIO - see clauses 29 and 39.

(b) Unless you avail yourself of any remaining internal escalation process, we may then close your complaint under the Complaint Closing Rules.

Unreasonable Complaint Procedure

32 If we consider that:

(a) we can do nothing more to resolve your complaint or assist (you; and your behaviour or complaint is frivolous or vexatious - (i) we may decide not to deal further with your complaint.

We won't do that without careful consideration, and appropriate internal escalation, and acting reasonably.

Within five working days of such a decision, we'lladvise you of the (b) reasons for our decision and your options for external dispute resolution, including the TI 0 - see clauses 29 and 39.

After that:

(c) (i) we may then close your complaint under the Complaint Closing Rules; and (i) we reserve theright not to accept any further complaints from you on the same or similar issues, except as a part of an external dispute resolution process.

Nonetheless, if you ask for written confirmation of our reasons and (d) your options for external resolution, we'll provide them within five working days - see clauses 29 and 39.

Lost Contact Procedure

33 If we can't contact you to discuss your complaint or offera (a) solution, we'll write to you:

advising we couldn't contact you;

(i) detailing our contact attempts; and (i) inviting you to contact us to discuss the complaint within a (ii) specified period (of at least ten working days).

Unless you contact us to discuss the complaint within that period, (q) we may then close your complaint under the Complaint Closing Rules.

Classifyingcomplaints

Complaints will be categorised as follows:

(a) NBN (i) 11 C9 GROUP Complaint Handling Process

Billing & Payment

Connection

Contracts

Credit man age ment

Customer service

Faults

Privacy

Transfer

Other internet (i)

Credit man age ment (a)

Landline

(ii)

Mobile

(iv)

Each category has been titled so as to clearly describe the kinds of complaints covered. Staff must apply the categories carefully and 12 C9 GROUP Complaint Handling Process appropriately.

The Customer Care officer who first deals with a complaint after (b) we receive it must classify it.

(c) Where, in the course of dealing with a complaint, a Customer Care officer recognises that a complaint should be classified by reference to alternative or additional categories, they must amend the classification accordingly and make a brief note of the amendment/s and reasons.

Restriction onlegal proceedings 35 We will not commence legal proceedings against you that has the same subject matter as a complaint:

(a) while the complaint is being handled internally; or within seven working days after you are advised of the outcome of (b) the complaint; or while the complaint is being invest i gated by the TIO.

Charges for using our complaints process

36 Our complaints process is free to use.

Limit on cancelling service

(a) you make a complaint; and you weren't able to resolve it directly with us; and (b) (c) you pursue external dispute resolution - we will not cancel your service for those reasons alone.

Credit management act ion suspended We will not take credit management action over a disputed amount if you have made a complaint and we know:

(a) it has not been resolved to your satisfaction; and (b) it is being invest i gated by us or the Ti O or some other recognised third party.

External dis put ere solution 39 The following external dispute resolution bodies may be able to assist with your complaint, but may require that you first attempt to resolve it directly with us:

the Telecommunications Industry Ombudsman (TIO) - see clause (a) 29;

the Office of Fair Trading in Your State or Territory-visit your State (b) 13 C9 GROUP Complaint Handling Process or Territory consumer website;

for Australian Consumer Law matters, the Australian Consumer (c) and Competition Commission (Acc C)- www.accc.gov.au;

for Telecommunications Consumer Protections Code matters,the (d) Australian Communications & Media Authority (ACMA) - www.acma.gov.au;

for privacy issues, the Office of the Australian Information (e) Commissioner (OAI C) - www.oaic.gov.au.

Furtherrequirements for ourstaff 40 We will ensure that our staff who deal directly with customers and/or

with complaints:

are given access to a copy of this CHP;

(a) (b) understand the requirements for consumer complaints handling under the Complaints Standard and their roles and responsibilities under this CHP;

(c) understand what remedies are available to assist with the resolution of a complaint;

manage and resolve complaints in an effective and efficient (d)

manner in accordance with the Complaints Standard;

(e) treat you with fairness and courtesy when you make a complaint;

(f) can identify and record a complaint; and (g) can classify complaints in accordance with clause 34.

Guidance:helping customers with special needs or disabilities 41 TIO has published a comprehensive Position Statement on Responding to consumers with different needs (including special needs or disabilities):

https://www.tio.com.au/about-us/position-statements/responding-to-consumers-with- different-needs A copy is attached to this CHP as Annexure 1.

We endorse this Position Statement and recommend that all Customer Care officers and other staff involved with complaint handling read and understand it.

We endorse this Position Statement and require that all Customer Care officers and other staff involved with complaint handling:

Step 1:Understanding the Position Statement Read and understand the Position Statement. Discuss with your supervisor if any aspect isn't clear.

Step 2: Action steps (b) Each bullet point in the Position Statement regarding dealing with relevant customers and their complaints is to be considered, and actioned as appropriate, in the course of those dealings.

14 C9 GROUP Complaint Handling Process Guidance:helping customers from non-English-speaking backgrounds TIO has published a comprehensive Position Statement on Responding to consumers with different needs (including customers from non-English- speaking backgrounds):

https://www.tio.com.au/about-us/position-statements/responding-to-consumers-with- different-needs A copy is attached to this CHP as Annexure 1.

We endorse this Position Statement and require that all Customer Care officers and other staff involved with complaint handling:

(a)Step 1:Understanding the Position Statement Read and understand the Position Statement. Discuss with your supervisor if any aspect isn't clear.

Step 2: Action steps (b) Each bullet point in the Position Statement regarding dealing with relevant customers and their complaints is to be considered, and Guidance:helping customers suffering financial hardship customers suffering financial hardship.It sets out the steps we go through in receiving, processing and finalising a financial hardship application.

A copy of our Financial Hardship Policy is available on our web site.

We require that all Customer Care officers and other staff involved with complaint handling:

(a)Step 1:Understanding the Position Statement Read and understand the Financial Hardship Policy. Discuss with your supervisor if any aspect isn't clear.

Step 2: Action steps (b) Each numbered paragraph in the Financial Hardship Policy is to be considered in dealing with relevant customers and their complaints, and actioned as appropriate, in the course of those dealings.

The steps in the Financial Hardship Policy should be followed in order. Where a step needs to be taken by the customer, assist the customer to do so.

Complaintrecordswe'llkeep 44 We'll systematically record for each complaint, and retain for two years:

the name and contact details of the consumer making the (a) complaint, and their representative where applicable;

15 C9 GROUP Complaint Handling Process the carriage service provider can subsequently identify the complaint and its subject matter;

a description of the nature of the complaint and the issues raised (c) as part of the complaint;

a description of there solution proposed by the carriage service (p) provider or the consumer;

the due date for aresponse;

(e) a description of the results of any investigation;

(f) a description of the proposed resolution of the complaint, (g) including any associated commitments and the date this is communicated to the consumer;

(h) a description of our reasons for its proposed resolution;

the consumer's response to the proposed resolution of the (i) complaint, anyreasons given by the consumer, and if they have requested the proposed resolution in writing, that this request has been made;

(i) the implementation of any required actions; and copies of any correspondence sent by or to theconsumer (k) regarding the complaint.

45 We will ensure that personal information we collect in connection with a complaint is not disclosed to a third party except:

(a) as required to manage a complaint to the TIO or the ACMA;

(b) with your express consent; or (c) as otherwise required or authorised by law.

16 C9 GROUP Complaint Handling Process Annexure 1-TIO-Responding to consumers with different needs 17 Posit ion state ment Responding to consumers with different needs Complaints we receive involving consumers

with different needs include claims that a provider:

refused to deal with aper son nomina ted by the consumer to communicate with the provider on their behalf did not adapt its information, communication methods, or services to take into account a consumer'sdifferentneeds disregardedortookadvantageof theconsumer'sdifferent needs when offer ing

orsel ling its services

did not provide sufficiently detailed and accurate information about dis ability equipment,either atpoint of saleoron anon going basis.

Examples of consumers whomay have different needs include consumers who:

·have a disability have a serious or chronic illness arefrom an Indigenous back ground ·are homeless ·are veryyoung,orare elderly ·li vei nar ural or remote area,or have a lowlevel of literacy or numeracy.

For complaints involving priority assistance services see our position statement Priority assistance services.

For complaints involving selling practices or lack of informed consent see our position statement Pre-sale information or conduct.For complaints involving capacity to contract seeour position statement Contracts.

This position statement should also be read in conjunction with any other TIO position statements that may be relevant.It does not replace any other position statement on a particular topic.

This position statement providesbroad guidance onthelaw, good indus try practice,and what the Ti Omay con sider tobe fair and reasonable in general circumstances.It isnot a full statement of the law or good industry practice.The TIO considers each matter brought toit onits own par ticul armer its.

www.tio.com.au

Telecommunications Industry Ombudsman

Posit ion state ment Respond ing to con sum ers with different needs if the weaker party could understand the Laws,codes,and guide lin es documentation used The following laws, codes, and guidelines are relevant the use of undue influence, pressure or unfair to consumers with different needs:

tactics by the stronger party Competition and Consumer Act 2010,Schedule 2 the requirements of applicable industry codes

The Australian Consumer Law

the willingness of the stronger party to negotiate

Disability Discrimination Act 1992

the extent to which the parties acted in good faith.

Telecommunications(Consumer Protection and See our position statement Pre-sale information or

Service Standards)Act 1999

conduct for more information.

Telecommunications (Equipment for the Disabled) The Disability Discrimination Act prohibits

Regulations 1998

discrimination on the grounds of disability when Telecommunications Consumer Protections(TCP)

providing goods or services. If a person requires a

Code 2015

carer or assistant, the Disability Discrimination Act ACCC compliance guide Don't take advantage of applies in relation to the carer or assistant in the same disadvantage 2011 way as it applies in relation to having a disability.

Communications Alliance Guidelines on The Telecommunications(Consumer Protection and developing accessible documents

Service Standards) Act sets out a universal service

Industry Guidance Note: Migration Of Back-To-

regime to ensure that all people in Australia, wherever

Base Medical And Security Alarms To Fibre To

they reside or carry on business, have reasonable The Premises (FTTP) Open Access Networks -

access to a standard telephone service, or an

Con sider ati ons equivalent service if the person has a disability. This

service is called a Us O service. A provider that

Ourapproach

supplies USO services is known as the universal

When we deal with complaints involving consumers

service provider.

with different needs we consider the law, good

Telstra is the current universal service provider. As

industry practice, and fairness in all the circumstances.

part of its obligations under the universal service

Thelaw

regime,Telstra must supply customer equipment in order to comply with the Disability Discrimination Act Rules in the Australian Consumer Law prohibit where the equipment is for use in connection with the misleading, deceptive, and unconscionable conduct in

standard telephone service.The equip ment may be

the supply of goods or services.

subject to rental charges and is provided following an

The Australian Consumer Law sets out factors a court application process which assesses eligibility criteria.

will consider when assessing if conduct is Good indus try practice unconscionable, including:

The ACCC guide Don't take advantage of ·the relative bargaining strength of the parties disadvantage includes the following guidance for if any conditions were imposed on the weaker providers:

party that were not reasonably necessary to protect the legitimate interests of the stronger If it is apparent that a potential customer may not have the capacity to make a voluntary or informed party purchasing or contractual decision,a provider needs to act responsibly and take extra care in its This position statement provides broad guidance on thelaw, good indus try practice,and what the Ti O may con sider tobe fair and rea son able in gen eral circumstances.It isnotafull statement of the law or good industry practice.The Ti O considers each matter brought toit on its own par ticul armer its.

Posit ion state ment Respond ing to con sum ers with different needs dealings to ensure that no unfair advantage is

Guidelines

taken The Communications Alliance Guidelines on A provider should be alert to any special needs its developing accessible documents give guidance for customers have and make sure it has systems in providers about how to provide equity in access to place to prevent any unfair treatment

telecommunications products, services, and

information. This includes:

A provider should consider that it may be appropriate for a guardian, carer or other

when a product, a service, or information is likely

appropriate person to be present to either acton to impact on people with disabilities, providers the consumer's behalf or help explain and assist should consult with appropriate people with the consumer with a decision disabilities in the initial stages of its development If things go wrong, a provider should be open to providers should make any documentation

resolving complaints and, where appropriate,

available in alternative formats on request, setting aside contracts or agreements.

including large print,Braille or electronic format.

Electronic documentation should be accessible to Rules in the Telecommunications Consumer computer screen reader software used by people Protections Code include that a provider must:

who are blind or have vision impairment communicate with consumers in plain language all printed information should be designed with communicate with a consumer in a way that is appropriate font size, style and colour, appropriate appropriate to the consumer's communications colour contrast between background and text, and needs including those with special needs with clear, defined graphics to maximise ensure that consumers can view and download all readability for people with vision impairment

relevant terms and conditions of its

a range of different ways of interacting with telecommunications products from a website people with disabilities should be available, and the appropriate one used on request ensure that a consumer can appoint an authorised representative to act on their behalf,

customer service lines should include sufficient

if the consumer requires text communication facilities for people who are ensure that a consumer can easily use an deaf, hard of hearing, or with a speech advocate to communicate with the provider, if the impairment, to enable communication in real time.

consumer requires.

Customer service staff should be trained in the

efficient use of the relevant communication In the Telecommunications Consumer Protections devices

Code:

customer service counter staff should provide

authorised representative means the person who facilities which enable communication, including:

has authority from a consumer to deal with a provider on their behalf as their authorised agent on request, sign language interpret ers for Deaf people advocate means a person nominated by a hearing augmentation (such as a hearing consumer to deal with a provider on their behalf, loop) for people who are hard of hearing but does not act as the consumer's agent and providers should ensure that a customer with a cannot access any of the consumer's account disability, non-English speaking background or information.

other special need can be easily assisted by an advocate, if required, when communicating.

Thispositionstatementprovidesbroadguidanceonthelaw, good indus try practice,andwhat the Ti Omay consider to befair and rea son able in general circumstances.It is not a full statement of thelaw or good indus try practice.The TIO con sid ers each matter brought toit onits own par ticul armer its.

Posit ion state ment Respond ing to con sum ers with different needs making enquiries and complaints for the consumer.

The Industry Guidance Note Migration Of Back-To-

Base Medical And Security Alarms To Fibre To The

Communication in language sot her than English Premises (FTTP) Open Access Networks- If a provider is specifically marketing its services to a Con sider ati ons encourages providers to develop particular community from a language background processes to identify consumers that have medical other than English, we encourage the provider to alarms and add them to NBN Co's medical alarm

communicate its services in a language widely

register.

understood by people of that community.

We encourage providers to adopt and apply the See our position statement Pre-sale information or principles set out in these guidelines.

conduct for information about informed consent.

TIOview Deal ing wit ha dispute Adapting toa consumer's different needs To assess a complaint involving a consumer with Providers should not place any undue burden on a different needs we may ask for information from the consumer with different needs by requiring them to consumer and provider, including:

provide onerous information toverify the consumer's different need.For example,a provider should not Does the consumer have a particular need that require detailed specialist medical evidence to support requires the provider to offer different products, a complaint about lack of capacity to contract if there

services,or communication?

is other more easily obtainable information available, Has the provider addressed this need including documents already held by the consumer.

appropriately in the circumstances?

When a provider is aware that it may not be able to

Outcomes

adapt its services sufficiently to meet a consumer's

When, in our view, a provider has not met the needs, we encourage it to discuss this with the consumer, particularly if there are other providers that requirements of the law, good industry practice or

will be able to offer the services the consumer

guidelines when dealing with a consumer with different needs,we expect the provider to comply with requires. In some cases it may be appropriate to

release a consumer from contract without exit fees

these requirements and address any detriment. This and assist with a transfer to another provider.

may include:

When a consumer nominates another per son to accepting an enquiry or complaint from a person communicate on their behalf nominated by the consumer to communicate on their behalf People that consumers commonly ask to communicate on their behalf include financial releasing the consumer from a con tract with out counsellors, legal advisors, carers, family members, exit fees.

and friends of the consumer.

We would expect a person communicating on a consumer's behalf to be able to demonstrate to a consumer.

We encourage providers to have standard and simple processes, without unnecessary requirements,to allow another person to communicate on a consumer's behalf, including when the person is This position statement provides broad guidance on thelaw, good industry practice,and what the Ti Omay con sider tobe fair and rea son able in gen eral circumstances.It isnotafull statement of the law or good indus try practice.The Ti Oconsiders each matter brought toit onits own par ticul armer its.

Posit ion state ment Responding to con sum ers with different needs When, in our view,it is appropriate for a provider to adapt its information, communication methods, or

services to meet a consumer's particular need, but it

has not done so, we expect the provider to make the required adaption and address any detriment. This may include:

offering the consumer appropriate customer equipment providing suitable communication options for the consumer.

Effective date:11 March 2016 This position statement providesbroad guidance on the law, good indus try practice,andwhat the TIOmay con sider tobe fair and rea son able in general circumstances.It isnota full statement of thelaw orgood industry practice.The Ti Oconsiders each matter brought toit on its own particular merits.