



Telstra Wholesale Complaint Management Policy

Telstra Wholesale has a formal complaint management process in place to ensure that your complaint is addressed at the highest level necessary. This policy describes this process.

What is a complaint?

Telstra Wholesale customers are carriers, carriage service providers and internet service providers. We will not accept or deal directly with complaints from our customers' end users but will address end user complaints referred to us by an end user's service provider.

A customer complaint is any dissatisfaction or grievance about any telecommunications activity that cannot be resolved under existing routine customer management processes, operational processes and/or contractual arrangements for day-to-day customer contact. This may include a complaint made by a Telstra Wholesale customer on behalf of its end users.

Some types of customer interactions with Telstra Wholesale are managed under separate processes and in the first instance are not covered by this policy. These include:

- a request for information;
- a fault being reported for the first time;
- fault escalation
- customer compensation claims;
- customer billing enquiries and billing disputes;
- claims for Customer Service Guarantee contribution;
- claims for Customer Service Level Agreements/Guarantees;
- routine escalations or enquiries by a customer; or
- customer issues and/or enquiries raised in service review meetings.

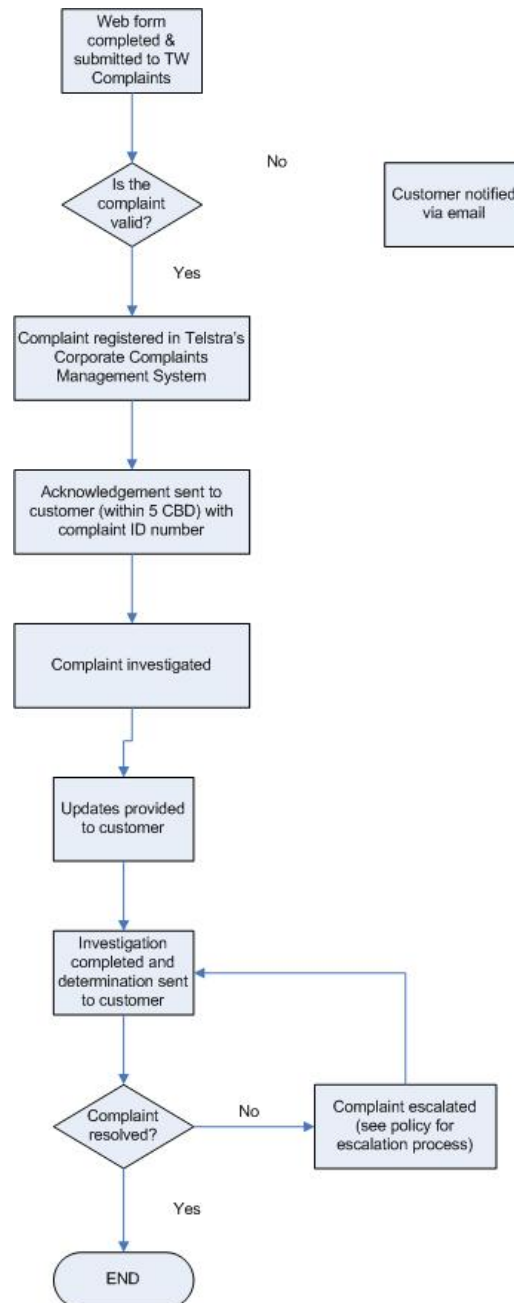
However, should there be complaints arising out of the way they are managed under those processes, the complaints should be treated in accordance with this policy and its associated procedures.

TW will not impose any time limits on the lodgement of complaints raised by customers.

IF YOU HAVEN'T BEEN ABLE TO RESOLVE AN ISSUE BY DEALING WITH A CUSTOMER SERVICE REPRESENTATIVE, YOU CAN LODGE A FORMAL COMPLAINT DIRECTLY WITH OUR COMPLAINT TEAM.

How do I lodge a complaint?

You may try resolving your issue by first contacting your Telstra Wholesale Operational workgroup and then, if not successful, escalate to your Business Operations Manager. Alternatively, you may lodge your complaint by using the Telstra Wholesale online complaint form which you can download from our website, telstrawholesale.com.



What information is required to complete a complaint form?

Particular information is required to assist Telstra Wholesale in processing your complaints in an efficient and timely manner. We will require the following information in order to log a complaint:

Type of Complaint

Billing, Churn, Fault, Provisioning, Pricing or Other.

Service Provider Details

Type of Provider: Carrier, CSP, Reseller or ISP

Your Company Name

Your Contact details: Name, Phone Number and email address

Complaint Details

Service Number

Claimant Details: Name and Contact Phone Number

Complaint Description

Incident Location Address

This section is only mandatory for Fault or Provisioning type complaints.

TW reference number: Fault number or Order number.

How is a complaint processed?

Telstra Wholesale will observe the following principles and imperatives in the management of customer complaints:

- Wherever possible, complaints will be resolved at the first point of contact.
- Customers shall be advised of proposed actions and expected timeframes and the progress of the resolution of the complaint.
- If Telstra Wholesale requires time to investigate a complaint, we will contact you as soon as information becomes available, usually within five days
- Customers shall be given the option of receiving a written response from Telstra Wholesale to their complaint.

How can I get an update on the progress of my complaint?

Any complaint enquiries can be directed to the Telstra Wholesale Complaints Team, as noted in the acknowledgment letter sent to you. When calling regarding any outstanding complaint, please quote the Telstra Wholesale reference number as this will help us to locate the complaint quickly and resolve your enquiry promptly.

What rights do I have under my Telstra agreements?

Telstra Wholesale manages supply of services under a range of supply contracts. Your contract(s) with Telstra may include formal complaint management provisions, which both Telstra and your company must comply with, unless otherwise agreed. This policy does not alter those arrangements. It does however set out an alternative for resolution of complaints without recourse to those formal processes and also guides how Telstra will manage complaints falling outside those processes.

How can I escalate the complaint if I am not satisfied?

Our goal is to deliver quality and timely customer service. Should you experience difficulty in obtaining the resolution you desire, you have a number of options for escalation, as detailed below.

If you are not satisfied with the resolution, or if you feel that you have not received a fair hearing, your complaint will be escalated to a supervisor or manager. He or she will review your complaint and resolutions offered and discuss the complaint with you.

Many of Telstra's customer agreements set out formal dispute resolution mechanisms, typically involving an independent expert and/or a mediator. Where the complaints process described above is not successful, the formal contractual process may be available for use at the option of either party. It may also be mandatory before regulatory or legal intervention can be sought. You will need to refer to your agreements to determine what mechanisms apply.

Even where there is not a clear dispute resolution mechanism, it might be appropriate for us to agree on a customised process to resolve a particular complaint. You are welcome to discuss this with your Telstra Wholesale Account Manager.

If your complaint is not resolved to your satisfaction by Telstra Wholesale, you may refer your complaint to a number of alternate areas for resolution. Depending on the nature of your complaint, the appropriate body might be:

Telecommunications Industry Ombudsman (TIO)

www.tio.com.au

Australian Communications Industry Forum (ACIF)

www.aca.gov.au/legal/index.htm

Australian Competition and Consumer Commission (ACCC)

<http://www.accc.gov.au/content/index.phtml/itemId/142>

Australian Communications and Media Authority

<http://www.acma.gov.au/acmainter>

Telstra Wholesale Complaints Team Contact Details

Phone: (03) 9632 8866

Fax: (03) 8601 2492

Business hours: 8:30am to 5.00pm Mon-Fri

Email: twcomplaints@team.telstra.com