

Complaints Policy

Arrow at all times will undertake to do our utmost to meet our customers (both past and present) enquiries and requests. We acknowledge our customers right to make a complaint and have it resolved in timely and professional manner.

Arrow's complaint handling process has been designed to meet the following industry guidelines;

- (a) is accessible, transparent and easily understood by our current and former customers;
- (b) is free of charge, other than, as in limited circumstances; and
- (c) provide for the courteous, timely and fair resolution of complaints.

Making a Complaint

Contact to Arrow can be made through the following methods:

Phone – 1300 305 794

Mail – Level 6, 66 Clarence Street, Sydney NSW 2000 (attn: Customer Service Manager)

Fax – 1300 666 079 (attn: Customer Service Manager)

Email – feedback@arrowvoice.com.au (attn: Customer Service Manager)

Other options for you to consider in dealing with our complaints team:

Someone Acting on Your Behalf. You may wish to have a person other than yourself act on your behalf. This may be a member of your immediate family, a friend or advocate. In this case, you will need to advise our Customer Service Team of who that person is so we can add their details onto our records as your authorised representative.

Customers with Hearing or Speech Impairments. If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service;

- If you use a text phone (TTY) users phone 133 677 then ask for 1300 305 794
- Speak and Listen users phone 1300 555 727 then ask for 1300 305 794
- Internet relay users connect to the NRS <https://internet-relay.nrs.gov.au/> then ask for 1300 305 794

Complaint Process

When you log a complaint, you will be issued with a complaint reference number. You can follow up on or refer to your complaint by quoting your Arrow Account Number or your complaint reference number. We aim to supply you with this reference at the time of call if applicable or within two working days upon receipt of your complaint in writing.

At Arrow, we always aim to resolve your complaint in the first instance. At any point while you go through the complaint process you may elect to have the matter referred to a Team Manager.

When making a complaint relating to charges billed to you, you will need to specify the amount in dispute. We will not take further credit management action in relation to the disputed amount while the complaint remains unresolved.

We will delay the commencement of any legal or credit management proceedings for 7 days after you have been advised of the outcome of the complaint.

You may also wish to seek advice from the Telecommunications Industry Ombudsman (TIO) or another external dispute agency in relation to your complaint.

Resolution of your Complaint.

If your complaint is not resolved in the first contact to Arrow we will advise you of our proposed resolution within 15 working days from the date complaint is received by us.

If the complaint can not be resolved within 15 days we will advise;

- (a) the reasons for the delay
- (b) the specific timeframe for completion of the resolution, and
- (c) if the anticipated delay is a further 10 working days or more and is not the result of a declared mass service disruption, advise you of your options for external dispute resolution including the Telecommunications Industry Ombudsman (TIO)

At all stages, we will advise you of any delays in the proposed timeframes.

You can at any time contact Arrow to receive an update on your complaint. Our proposed resolution must be accepted by you before we are required to implement the solution, however we may choose to implement a solution on your behalf.

We aim to advise you in everyday language of the resolution of your complaint within 10 working days of providing the resolution unless;

- (a) both parties agree otherwise
- (b) the actions are contingent on actions by you that have not been completed;

Provided we have either

- (a) obtained your consent
- (b) Respond to any dissatisfaction which you have informed us of that relates to the outcome of the complaint by providing information about our internal escalation process and the options for external dispute resolution including the TIO.

We can close your complaint when a complaint is closed with your consent and you can request a written confirmation of the resolution which will be sent to you within 5 Working Days.

Urgent Complaints

Arrow understand that all of our customers consider their complaint as urgent and we endeavour to come to quick resolution in all cases. However, by definition an urgent complaint means a complaint where;

- (a) the Complaint is made by a customer who has applied for or has been accepted as being in financial hardship under that Supplier's Financial Hardship Policy and where the subject matter of the complaint can reasonably be presumed to directly contribute to or aggravate the Financial Hardship of that Customer; or
- (b) disconnection of a service is imminent or has occurred and where due process has not been followed; or
- (c) it involves a Priority Assistance Customer and the service for which they are receiving Priority Assistance.

For urgent complaints, Arrow provides confirmation of the proposed resolution of the urgent aspects of the complaint and if accepted by the you, implementing the urgent aspects of the resolution within 2 working days after the date the complaint is received.

Frivolous or Vexatious complaints: If, after careful consideration and appropriate internal escalation, we may conclude that a complaint is frivolous or vexatious and that we can do nothing more to assist or that, in view of your behaviour, we choose not to deal with you any further, we must in this instance inform you in writing of the reasons and tell you about the options for external dispute resolution including the TIO. We are not then required to accept any further complaints on the same or similar issues other than in the course of an external dispute resolution process.

Escalation

If, after the internal escalation and complaint handling process has concluded, you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the TIO.

The TIO is a fast, free and fair dispute resolution service for small business and residential customers who have a complaint about their telephone or internet service in Australia. Further details can be found on there web site www.tio.com.au or by calling them on 1800 062 058.