

# nbn Complaint Handling Process

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Owner: General Manager | Service Management and Customer Resolution | Customer and Network Services

## Overview

**nbn** co was established in 2009 to design, build and operate Australia's wholesale broadband access network. Underpinned by a purpose to lift the digital capability of Australia, **nbn**'s strives to be a brilliant wholesaler and enable Australia's digital future. While we always aim to get things right the first time, we appreciate that sometimes it may not happen. As a consumer, you have the right to make a complaint. If we are not certain that you are making a complaint, we will ask you to confirm. We will not charge you to make a complaint to **nbn**.

This process provides you with an outline of how **nbn** manages complaints for residential and small business customers.

Issues that arise directly between **nbn** and telecommunications service providers, contractors, suppliers or developers, are resolved in accordance with our specific agreements with them and are not covered by the processes outlined in this document.

## Who to contact

As **nbn** is a wholesale provider, we do not directly supply or charge members of the public for telecommunications services provided over the nbn<sup>®</sup> network. This means that some complaints should be raised directly with your telecommunications service provider.

For example, please contact your telecommunications service provider directly for:

- Connection delays
- Getting an **nbn** connection
- Network outages
- Missing or incorrect address details
- Concerns about service performance, which may include slow speeds, dropouts and service loss
- Billing or charges accrued for your **nbn** service
- Appointments, and
- Missing **nbn** equipment.

Your telecommunications service provider can submit a request for assistance to **nbn** under the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 for complaints that involve a service that your provider supplies you over the **nbn** network. We are committed to taking all reasonable steps to enable your telecommunications service provider to resolve your complaint, and we take into account the timeframes with which they must comply under the Standard, as advised to us.

Examples of complaints that you can raise directly with **nbn** include:



- Issues with **nbn**'s or our contractors' conduct
- Workmanship
- Equipment installation
- Damage to property
- A complaint about our land access processes
- Marketing content or communications issued by **nbn**, or
- Our handling of a health and safety concern.

**nbn** will assess all complaints received in line with the processes outlined in this document . We may refer you to your telecommunications service provider if the issue is most appropriately handled by your provider, otherwise we will manage complaints, including those about **nbn** communications, in accordance with the processes outlined in this document.

**nbn** is continuing to evolve the **nbn** network to meet the ever-changing needs of Australians. Utilising fibre infrastructure that is already in place, **nbn** is providing access to more fibre and improved services to more homes and businesses. During this rollout, **nbn**'s contractors may provide contact details for you to raise complaints directly with them. They may refer you to **nbn** or your telecommunications service provider if the issue is most appropriately handled by that party, otherwise they will also manage complaints in accordance with the processes outlined in this document.

## How to make a complaint to nbn

### How to contact us

A complaint can be made to **nbn** using the following methods:

- webpage/email - **nbn** Complaints [webpage](#)
- posting mail to Locked Bag 27, Gold Coast MC, 9726, or
- calling 1800 687 626 between 8am and 6pm EST Monday to Friday.

When you contact **nbn** via our webpage, our preference is to respond to you via email in the first instance. If you contact **nbn** by post, our preference is to respond to you via email in the first instance where possible.

If you have received correspondence from a contractor working on behalf of **nbn** that directs you to raise complaints with that company, please use the contact details provided if you wish to make a complaint.

If you would like to make a complaint and require assistance to do so, **nbn** can also be contacted through these additional means:

- National Relay Service, TTY 1800 555 677 and enter 1800 687 626
- Speak and listen users' phone 1800 555 727 and enter 1800 687 626



- Internet relay users by internet-relay go to nrschat.nrscall.gov.au and enter 1800 687 626, and
- Translating and Interpreting Service (TIS National) on 131 450 and ask for the **nbn** Contact Centre on 1800 687 626.

If you require additional help to formulate, make and progress your complaint, **nbn** will assist you when you contact us using the methods outlined above. You can also nominate another person to make a complaint on your behalf and **nbn** will be happy to deal with them. It is important to note that **nbn** may be required to contact you directly either by phone or in writing to obtain your permission before we are able to discuss the complaint details with the person you have nominated.

### Information to include

To enable **nbn** to review and respond to your complaint as quickly as possible, please ensure that your information is as specific as possible. This should include:

- Dates of events
- The address where the issue(s) occurred
- A clear explanation of the issue(s)
- What you are seeking from **nbn** to resolve the issue(s), and
- Supporting evidence e.g., photos, diagrams, receipts and quotations.

## What happens once you make a complaint?

### Receipt and acknowledgment

When you make a complaint directly to **nbn** or an **nbn** contractor that has provided its contact details for this purpose, a unique case number is assigned to the complaint that can be quoted at a later stage to provide extra information and receive updates.

- If the complaint is made by phone or webform, the case number is provided straight away.
- If the complaint is made via email or post, you will be contacted to provide the case number within 2 working days from when we receive it.

Where you have made contact and expressed dissatisfaction through one of the channels referred to above and we are uncertain if you wish to make a complaint, it may be necessary to contact you to confirm that you wish to make a complaint.

### Initial assessment

When **nbn** or an **nbn** contractor receives a complaint, it is categorised so that it can be managed in accordance with the most appropriate process. As part of the initial review, an assessment will be made as to whether it needs to be managed as an urgent complaint.

Urgent complaints are when:

- Your complaint involves a priority assistance service supplied over the **nbn**<sup>TM</sup> network;



or

- You have applied to, or been accepted by, your service provider as experiencing financial hardship and the subject of your complaint can be reasonably presumed to contribute to or aggravate your financial hardship; or
- Your complaint involves a service supplied over the **nbn**<sup>™</sup> network that is about to be or has been disconnected, and due process has not been followed.

### Investigation and resolution

**nbn** and its contractors strive to resolve complaints during the first point of contact whenever possible.

If your complaint cannot be resolved at the first point of contact, it will be necessary to investigate the complaint further. For complaints that require investigation, the following will occur:

- You will be provided with contact details for the staff member or team handling your complaint.
- You will be contacted to validate the understanding of your complaint and advise the next steps to resolve it, noting that:
  - You may be requested to provide additional information to help clarify and assist with the resolution.
  - In most cases, you will be provided with a proposed resolution within 15 working days from the date your complaint is received. If it takes longer, you will be contacted as soon as is practicable within the 15 working day period to explain why and provide an updated timeframe. If the delay is expected to result in it taking more than 25 working days to resolve your complaint and is not caused by a notified mass outage of service, you will be advised of avenues for external dispute resolution including the Telecommunications Industry Ombudsman (TIO).
  - If correspondence needs to be posted to you about your complaint, this may be impacted by postal delivery timeframes, which could result in you waiting longer than 15 working days to receive a proposed resolution.
- Resolution of your complaint will be sought within 10 business days of agreement, unless:
  - You have agreed otherwise; or
  - There are any agreed actions that you have not yet carried out.
- Resolution of urgent complaints will be sought in 2 working days from the date your complaint is received. In the event that your complaint cannot be resolved within two working days, you will be contacted as soon as practicable within that period to explain the cause of the delay, provide a new timeframe for resolving the complaint, and (where the delay is expected to be longer than 10 working days and is not caused by a notified mass outage of the service) provide relevant information to you about the avenues available to you for external dispute resolution including the TIO.



- For complaints that involve a health and safety issue, all reasonable steps will be taken to ensure that the risk is made safe as quickly as possible, before addressing any remaining issues in accordance with the complaint procedures outlined above.

If delays are encountered within the applicable timeframe for your complaint, you will be contacted to confirm the cause of the delay as soon as possible and propose new timelines. You will also be advised of avenues for external dispute resolution, including the TIO.

### Updates

You will be provided with updates, but you can also contact **nbn** or our contractors directly using the details provided to you. If you request an update, you will be contacted to provide this within 5 working days.

If you request written confirmation of a proposed resolution, this will be provided to you within 5 working days of receiving this request.

### Closure

You will be contacted once the complaint is resolved to confirm the outcome. If you request written confirmation of the outcome, this will be provided within 5 working days of receiving this request. Your complaint will not be closed without providing you with an explanation of the final outcome as soon as practicable after the investigation is completed.

If you wish to close your complaint at any stage, please contact **nbn** or the relevant contractor using the contact details provided to you.

### Attempts to contact you

If we or our contractor are unable to contact you, you will be contacted by post (or email) with details of the attempts and a request to contact us or our contractor.

If you don't respond within 10 working days, your complaint will be considered to have been resolved.

### What happens if I am not satisfied?

#### Escalation

If you are not satisfied with the response times, progress or outcome of your complaint, you can ask to have your complaint escalated and reviewed. You will receive a response within 5 working days of receipt of the request with the details of **nbn** (or its contractor's) internal prioritisation process and the internal escalation process.

The escalation process will involve the matter being reviewed by the next level of management or a specialised case management team. The outcome of this review may result in the complaint being managed by a different team or the same outcome being upheld.

#### Prioritisation

If you believe that your complaint meets the urgent complaint criteria outlined in this document and it is not being managed as an urgent complaint, you can ask for this to be reviewed. You



will receive a response within 2 working days of receipt of the request with the details of the review and the internal prioritisation and escalation process.

### **External Options**

We (or our contractor) will also let you know about your options for external dispute resolution such as the TIO who can be reached by 1800 062 058 (1800675692 from a TTY handset) or via the website [www.tio.com.au](http://www.tio.com.au).

For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communications & Media Authority (ACMA) or, for trade practices issues and/or issues concerning Australian consumer law, the Australian Competition and Consumer Commission (ACCC).

### **Unresolved Complaints**

In some situations, and after careful consideration, a decision may be made that we (or our contractor) are unable to pursue a complaint further. This may include circumstances where:

- We or our contractor believe that nothing more can be done to resolve the complaint or assist you, or
- Your behaviour or complaint is frivolous or vexatious.

If this is the case, then you will be informed of that decision within 5 working days of it being made and you will be told of avenues for external dispute resolution such as the TIO. You will be provided with written confirmation of this within 5 working days if requested.

### **Privacy**

Any personal information collected about a complainant by **nbn** or our contractors during this process will be handled in accordance with the Privacy Act 1988 and **nbn's** Privacy Policy.