



COMPLAINTS HANDLING POLICY

UCOM Telecom Pty Ltd ACN 679 170 373

Last Updated: 19 March 2026

1. About This Policy

- (a) This is UCOM's Complaints Handling Policy (Policy). In this Policy a reference to 'UCOM' or 'we' or 'us' or 'our' means UCOM Telecom Pty Ltd (ACN 679 170 373) and its related bodies corporate within the meaning of the Corporations Act 2001 (Cth).
- (b) We are committed to delivering the highest possible service to our customers. Our Policy and the complaint handling process aim to ensure all complaints are handled fairly and effectively. We will:
 - i. provide a quick, fair and structured mechanism for handling customer complaints;
 - ii. keep customers informed about the progress of their complaint and the expected timeframe for resolution;
 - iii. inform customers about their options for external dispute resolution (e.g. the Telecommunications Industry Ombudsman);
 - iv. regularly review our complaints handling process to improve our standard of customer service.

2. How to Make a Complaint

- (a) You can lodge a complaint yourself or nominate an authorised representative or advocate to liaise on your behalf when making a complaint. For help on how to appoint an authorised representative, please contact us.
- (b) You can contact us with the details of your complaint by using any of the contact methods listed in section 3. If your complaint is via telephone, we will usually acknowledge receipt of your complaint as soon as we have spoken to you. If you lodge your complaint by letter or email, we will acknowledge receipt within two 2 Business Days.
- (c) If you need any assistance with making or lodging a complaint, progressing a complaint, or simply to understand our complaint handling process, please let us know. Please also let us know if you have a disability, are suffering financial hardship, have any special needs, or are from a non-English speaking background so that we can provide the right assistance.
- (d) You will not be charged for making a complaint.



3. Contacts for Lodging a Complaint

You can make a complaint, or check progress of an existing complaint, by contacting us via one of the following methods:

- (a) Online: www.ucom.com.au/compliments-and-complaints
- (b) Phone: 1800 00 8266 during Business Hours (Mon-Fri 9am to 5pm)
- (c) Email: care@ucom.com.au
- (d) Post: UCOM Customer Care Team – SE5 Level 2, 2-6 Glenferrie Rd Malvern VIC 3144

4. Accessibility

- (a) If you need an interpreter, you can call the Translation and Interpreting Service (TIS) on 131 450.
- (b) If you are deaf, hard of hearing, or have a speech/communication difficulty you can contact us using the National Relay Service (NRS).

5. How We Handle Complaints

- (a) Our aim is to provide you with an efficient, accessible, fair and transparent process for handling your complaint. Our complaints handling process aims to minimise waiting time, call transfers and customers dealing with multiple persons to resolve their complaint. We will use our best efforts to resolve a complaint on first contact, if this is not possible as soon as practicable after first contact.
- (b) If you are making a complaint by phone, the team member you speak with will confirm you are lodging a complaint, record this, and attempt to resolve the matter immediately. If they are unable to do so, a manager will take responsibility for your issue.
- (c) If we receive a complaint via an email or letter, a case manager will contact you within 2 Business Days to confirm receipt of the complaint and let you know how your complaint will be resolved and how long it will take.
- (d) We aim to assess, investigate and resolve all customer complaints as soon as we can, however this process may take up to 10 working days. If there is a delay in resolving your complaint, we will contact you as soon as possible after we become aware of it. If we believe it will take longer than 10 working days to resolve your complaint, we will provide you with additional information about the delay including the cause of the delay and how long it will take to resolve.
- (e) We will aim to resolve complaints about alleged billing errors no later than the end of the billing period immediately following your current billing period, or within 30 calendar days, whichever occurs first and will provide confirmation of a proposed resolution of a complaint, within 10 working days of receiving the complaint.



- (f) We will not implement a resolution or close your complaint until we have your agreement to do so. Your agreement may be either verbal or in writing. Once you have agreed to a resolution, we will make the necessary actions within 5 working days of your acceptance unless otherwise agreed upon with you. Of course, if some actions are required on your part, then this may take longer depending on you. If you would like us to provide written confirmation of your complaint and the proposed resolution, we will supply this to you upon request within 5 working days.
- (g) We will provide confirmation in writing that your complaint has been resolved within 5 working days after we have completed investigation of your complaint.
- (h) We will not cancel your service for the sole reason that you were unable to resolve a complaint with us, and you pursued options for external dispute resolution.
- (i) In some cases, after careful consideration and appropriate internal escalation, we may reasonably consider that there is nothing further we can do and that your behaviour or complaint is frivolous or vexatious. In these circumstances, we may decide to end our complaint resolution process with you. If this is the case, we will send you, within five 5 working days, written notification of our decision and advise you of avenues available to you for pursuing the matter further with the Telecommunications Industry Ombudsman.

6. If You Are Unhappy with Our Complaints Handling Process

If you are not satisfied with our response to your complaint, you may ask us to escalate your complaint to our Senior Management Team. We will also inform you about external dispute resolution options e.g. the Telecommunications Industry Ombudsman (TIO).

7. Telecommunication Industry Ombudsman (TIO)

- (a) If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman (TIO), which is a free and independent service.
- (b) The TIO may be able to assist you where you are unhappy with the information we have given you, the time it takes for us to respond, or the way we respond.
- (c) To find out more about how the TIO can assist you, you can contact the TIO via one of the following methods:
 - i. Phone: 1800 062 058
 - ii. Online: www.tio.com.au
 - iii. Email: tio@tio.com.au
 - iv. Post: PO Box 276, Collins Street West, VIC 8007



- (d) Information on accessibility options for the TIO (language interpreter, Auslan interpreter or the National Relay Service) can be found on the TIO's 'Interpreters and Accessibility' webpage.
- (e) Please note that the TIO will expect that you have attempted to resolve the complaint with us before lodging it with them.