

Optus Complaint Handling Policy

At Optus, we want to resolve complaints as quickly as possible. When things don't happen as expected, we want to listen to you and help make things right.

This policy sets out:

- **How to make a complaint**, including contact information to make a complaint;
- **What you can expect from Optus** after you complain about something; and
- **Guidance for complaints about network outages** – when many Optus customers are having connection problems. This is different to the general way of making complaints.

Your right to make a complaint

You have the right to make a complaint if you are not happy about our services, how we've handled your complaint, or if you think we didn't give you enough support.

We will always listen to your problem and try to fix it. There is no charge for making a complaint, your service will not be affected, and in the future you will still be treated as a customer who we want to keep.

What we do with your personal information when you make a complaint

We have a Privacy Policy to look after any personal information that you share with us. You can see it on our website at www.optus.com/privacy.

To fix a problem we might have to give some of your information, such as your name, service details, and/or information about your complaint, to other companies, but they will also look after your privacy.

Complaint types

Each type of complaint is handled in a different way. However, we will always do our best to resolve your complaint the first time you contact us.

Complaint type	Description
General Complaints	When you are not happy with our services, how we've handled your complaint, or if you think we didn't give you enough support.
Urgent General Complaints	Please let us know if any of the following is true so we can treat your complaint as urgent: • There is a threat to your safety or that of your children; • The complaint concerns problems paying the bill; or • The complaint concerns a disconnection or possible disconnection where we did not treat you fairly
Network Outage Complaints	Sometimes there is a "network outage", when a lot of customers lose connection to our network at the same time. A special law tells us how to handle customer complaints when this happens. If you contact us to report or make a complaint about your service not working, we try to quickly find out if you are being affected by a local or major network outage. We will try to tell you quickly and clearly about what happened, why it has happened, what area is affected, and when we expect normal services to come back. You can look at [Check Network Status] to see if you are affected by any known network outages. This page also provides information on how we keep customers updated during network outages. More details

	on how we communicate about outages can be found [How we Communicate] .
Urgent Network Outage Complaints	We will treat your network outage complaint as urgent if there is a risk to personal safety or a serious health risk involved, and your service is still not working. In these instances, please contact us as soon as possible on 133 937. We will discuss ways of trying to get you connected during the outage.
Billing Error Complaints	Complaints about errors on your bill.

What you can expect from Optus

We will respond quickly and work with you to find a fair resolution to your complaint. If possible, we will fix the problem the first time you contact Optus.

You can expect the following steps after you make a complaint:

1. Submission

You can contact us by phone, in store, online, via the My Optus App, our Messaging platform, by email, or by post. Full contact details are available in the 'How to submit your complaint' section below.

Whenever you make a general complaint, an Optus "consultant" will look after you. If you go into one of our stores and your matter cannot be resolved immediately, our team member will lodge your complaint, and a consultant will contact you.

2. Acknowledgement

When you contact us by phone, in store, online, via the My Optus App or our Messaging platform, we will tell you we have received your complaint as soon as we receive it. If you contact us by email or post, we will respond within 2 working days. Optus will give you:

- a) a complaint reference number
- b) the name of the consultant who is managing your complaint
- c) an explanation of what happens next

- d) instructions how to monitor your complaint

If the complaint is about a network outage, we will also tell you:

- a) how to get updates about the outage
- b) when the service is back to normal
- c) information about any special offers from Optus to try to resolve the complaint

3. Tracking progress

We will give you progress updates while we investigate your complaint.

- a) You can track your complaint's progress using your complaint reference number through your My Optus account or My Optus App.
- b) To speak to a team member to track their complaint – consumer customers can call 133 937; business customers can call 133 343; and customers needing extra support can call 1800 470 291.

4. Resolution

A member of our team will call you to discuss our investigation and how to resolve your complaint. If you agree to a solution, we will then confirm the agreed outcome by letter or email within 5 working days.

If we miss you the first time we call, we will call again on at least 5 other days in the following 10 days.

If we are still unable to reach you, we will send you a letter or email advising of our unsuccessful attempts and the outcome of the complaint and give you an opportunity to discuss the complaint with us within 10 working days. If we don't hear from you during this period, we will close the complaint.

5. Escalation

If you are not happy with the resolution, an Optus team leader will look at it. If still unresolved, refer to the *'If you are unhappy with the complaint resolution'* section below for further options.

Complaint resolution timing

Where possible, we aim to resolve your complaint the first time you contact us. If our investigation takes longer than expected, we will update you on the reason as well as a new expected timeframe and provide you with options to use dispute resolution services outside Optus if you wish to do so.

Complaint type	Resolution timeframe
General Complaints	We aim to get back to you with a proposed resolution within 10 working days of receiving your complaint. After we agree on a resolution, we'll aim to do it within 5 working days (unless we have agreed otherwise as part of the resolution).
Urgent General Complaints	We aim to resolve urgent complaints within 2 working days.
Network Outage Complaints	We will update you as soon as your service is back to normal which should resolve your complaint. The timeframe for this will depend on the nature of the outage and our work to fix it (which may sometimes involve other companies). Once your service is back to normal, we will send you a separate message asking you to confirm your service is working. If we don't hear from you within 3 working days, we will close your complaint. If you continue to experience problems and are not satisfied with the resolution, please contact us on 133 937. We will continue to work with you to get your service back to normal, or discuss the best options. Sometimes, when outages affect many customers, Optus may offer ways to fix many cases at the same time. Details on these offers are provided on our network outage information page [Check Network Status] when they are available.
Urgent Network Outage Complaints	We will aim to update you within 2 calendar days to confirm your affected service(s) has been restored.

	If you tell us the resolution was unsuccessful, we will take action to fix it within 2 working days. We will not close an urgent network outage complaint until you tell us your service is back to normal.
Billing Error Complaints	We will resolve these within your current billing period or within 30 calendar days from receiving your complaint.

If you are unhappy with the complaint resolution

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. We ask that you try to resolve your concerns with Optus first before contacting the TIO.

If you tell us that you are unhappy with what has been suggested to solve your problem, we will send you a letter or email within 5 working days. This will include:

- a) your complaint reference number
- b) a summary of what Optus believes to be the problem
- c) a summary of what solution(s) has been suggested
- d) options available to you outside Optus

Please note: It is helpful, but not necessary, to provide the TIO with your Optus complaint reference number to show you've attempted to resolve your issue with us before using their service.

To take a complaint to the TIO, you can call 1800 062 058 (1800 675 692 from a TTY handset) or contact them via their website www.tio.com.au.

Support to make a complaint

Please let us know if you need help to make a complaint, report a service outage, or take a complaint further.

We're happy for someone else to speak for you, but we will need your approval first. We may contact you by phone or in writing to confirm that you're comfortable for us to discuss your complaint and account details with the person you nominate. More

information is available about allowing other people to make enquiries for you [[Third Party Authority](#)].

We are committed to recognising and supporting customers in weak or insecure circumstances and making sure they can stay connected.

If you are affected by Domestic, Family, or Sexual Abuse, please contact our Specialist Care team at 1800 685 059 for extra support. You can also find our Domestic and Family Abuse Assistance Policy online [[Domestic and Family Abuse Assistance Policy](#)].

Our Specialist Care team also supports customers experiencing other difficulties, accessibility needs, or those from non-English speaking backgrounds who require extra assistance.

If you need help with financial difficulties, please contact our Advocacy Assist team so we can determine how best to support you. Our [[Payment Assistance Policy](#)] explains how we can help. If you have a complaint regarding difficulties, you can ask Specialist Care for help.

Our contact details for Specialist Care and Advocacy Assist:

Specialist Care Monday to Friday: 8am - 8pm and Saturday: 8am - 4pm AEST/AEDT.	1800 470 291 for Vulnerable Customer Support to help customers in weak or insecure circumstances make a complaint, or to take a complaint further 1800 685 059 if you're affected by Domestic, Family or Sexual Abuse.
Advocacy Assist Monday to Saturday: 9am – 9pm AEST/AEDT	1300 308 839 for Financial Hardship Support; to make a complaint, or to take a complaint further.

If you are Deaf, have a hearing or speech impairment, are non-English speaking or need any extra support you can also access:

- National Relay Service: 13 36 77, 9am-5pm Monday to Friday (around Australia) or online via the [Helping you Connect Hub](#).
- Optus Interpreter Services: 1300 294 479.
- For further information please [[Accessibility Services](#)]

For a detailed understanding of what you can expect from us and how to access additional support and care, including how to make a complaint and monitor the progress of your complaint click [[Vulnerability Guide](#)].

What do we need from you?

To make sure we resolve your complaint properly, we may need to contact you to get more information and talk about your concerns. We'll need your contact details so we can communicate, and we might ask you to be available at agreed times for discussion. We will also use these contact methods to confirm the outcome of your complaint and send you a copy by email/letter.

While your complaint is being investigated, please pay any unpaid undisputed bills. We will not start debt collection for amounts related to your complaint, nor will we cancel or restrict your services because you made a complaint. Once your complaint is resolved or closed, our usual service terms will apply.

We aim to treat all complaints with fairness, courtesy, patience and understanding for your feelings. We ask that you treat our people with the same consideration. We may not be able to resolve complaints if you are unreasonable or aggressive.

How to submit your complaint

You can contact us about your complaint through any of the methods listed below.

Website (online form)	Complete our online complaints form at http://www.optus.com.au/complaints - a Customer Resolution Consultant will look after your complaint.
My Optus App Available 24/7	Via 'Help & Support' in the My Optus App. A Customer Resolution Consultant will look after your complaint.
Message Us Available 24/7	Via the My Optus app or by visiting http://www.optus.com.au/myaccount
Phone (local time)	133 937 Consumer Customers

Available 24/7	
Phone (local time) Available 24/7	133 343 Business Customers
Letter/Post	Optus Complaints PO Box 888 North Ryde NSW 2113 We will respond to your complaint within 2 working days of receiving it.
Email	complaints@optus.com.au - We will respond to your complaint within 2 working days of receiving it.
In-store During Store Opening Hours	One of our team members can help you lodge a complaint. Click [Find an Optus Store] to find details about your local store.
Specialist Care Monday to Friday: 8am - 8pm and Saturday: 8am - 4pm AEST/AEDT.	1800 470 291 for Vulnerable Customer Support to make a complaint, or take it further. 1800 685 059 if you're affected by Domestic, Family or Sexual Abuse.
Advocacy Assist - Monday to Saturday: 9am – 9pm AEST/AEDT	1300 308 839 for Financial Hardship Support and to make and progress a complaint.
If you are Deaf, have a hearing or speech impairment or need extra support communicating	National Relay Service: You can contact us through the National Relay Service Monday to Friday 9am – 5pm (around Australia) on 13 36 77 or by using the Internet Relay Service Helping you connect options.

	• Optus' Interpreter services team, call on 1300 294 479. • Or for further information please [Accessibility Services] See "If extra support is needed to help make a complaint, we are here for you" section below.
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