

iPrimus Network Outage Complaint Handling Policy

Whilst iPrimus hopes that its customers (former, current and potential) will not have cause to be dissatisfied, we absolutely acknowledge the right for our customers to make a complaint and for it to be resolved in an objective, efficient and fair manner. iPrimus Network Outage Complaint Handling process meets the following broad principles:

- it is accessible, transparent and easily understood; and
- it is focused on the needs and expectations of consumers experiencing a network outage complaint
- it is free of charge;

Making a Network Outage Complaint

Please tell us if you have any concerns or complaints about our service.

You can contact iPrimus via the following methods:

Phone: 1800 851 253

Mail: iPrimus Complaints Team PO Box 631, Collins Street West MELBOURNE VIC 8007

Email: complaints@iPrimus.com.au

Live Chat: Visit the iPrimus.com.au and click the chat icon at the bottom right

During our discussions, if we are in doubt, we will confirm with you if your expression of dissatisfaction is a complaint. We will work with you to help you compile your complaint. Need to get in touch? Check out our contact hours and options [here](#).

Another Person Acting on your Behalf

You may wish for someone else to deal with us on your behalf. This might be a family member, friend, your carer or your advocate. If so, you need to let our Customer Service Team know who that person is, so that we can add them to your account as an "authorised representative". Contact the Customer Service Team using the details listed above.

Customers with Hearing or Speech Impairments

If you are deaf or have a hearing or speech impairment and/or you use a text phone (TTY) or a computer with a modem, you can contact us by using the National Relay Service (NRS). You can use the NRS for no additional charge. Contact the NRS using a modem or TTY by dialing **133 677** and quoting the relevant iPrimus telephone number (listed above).

Customers with English Language Difficulties

Customers having difficulty with English can communicate with us via the National Translator and Interpreter Service by calling **13 14 50**

Network Outage Complaint Reference

When you make a complaint, you will be allocated a unique reference number. You can monitor your complaint, by any of the methods available to make an initial complaint, by using your unique reference number. This will be provided:

- immediately if you have made your complaint by telephone and had direct contact with our customer service staff; or
- within two working days of receipt if you have made your complaint by:
 - email
 - post; or
 - telephone and a message is recorded without direct contact with our customer service staff.

iPrimus Network Outage Communication

Information relating to how we manage and communicate during outages can be located on the iPrimus website at <https://www.iprimus.com.au/legal/mass-service-disruptions>

The Default Resolution – Network Outage Complaints

The outcome of the default resolution is to restore access to your service which has been affected by a network outage, such that you can establish and maintain that service.

Network Outage Complaint Handling

When we receive a service outage report from you, we must determine if there is a reason to suspect a network outage is occurring, and if so, whether you are affected or likely to be affected by that network outage. To assist in this process, iPrimus may request information from you relating to their issue such as any error messages you are receiving, the type of device or modem which are currently using and when the issue started.

If iPrimus determines that there is a reason to suspect a network outage is occurring and you are being affected by a network outage and you have expressed dissatisfaction, then we will:

- provide acknowledgment that your service outage report is being treated as a network outage complaint
- provide you with a unique Network Outage Complaint reference
- inform you that your complaint will be handled under our network outage complaints handling process and provide you the link to this policy.
- inform that the outcome of the default resolution is to restore access to your service that has been affected by a network outage, so you are able to maintain use of the service.

- provide updates to you about the status of the network outage
 - if there is a material change that relates to the outage – notify you as soon as practicable after we become aware of the material change
 - otherwise, as frequently as we consider an update is necessary, and at least:
 - once every six hours for the first 24 hours of the major outage;
 - once during each subsequent 24-hour period.
 - if the update relates to a material change, we will provide details of this change, otherwise we will provide a statement that there has been no material change to the major outage.
- provide details of available contact options and will attempt to notify you when your services affected by the network outage have been restored
- you have the option for a network outage complaint to be treated as urgent in the following scenarios:
 - where you have indicated that there is a risk to your personal safety or a serious health risk; or
 - involves priority assistance and the service for which you are receiving priority assistance.
- iPrimus will contact you via your preferred method within 2 business days once your service has been restored to seek confirmation of the default resolution. If you remain dissatisfied after being notified, or you are still experiencing issues, or feel your complaint has not been resolved to your satisfaction you can contact iPrimus on any of the available channels and quote your network outage complaint reference number, and iPrimus will continue to assist with resolution.
- on confirmation from you that your service issue has been resolved, the network outage complaint will be closed with your consent.