

# Complaint Handling Policy



## Our Service Standards

When you communicate with IDNAM, we will:

- Be courteous
- Be willing to assist you and be responsive to your needs;
- Treat you fairly and professionally,
- Provide timely oral and written advice which is clear, concise, accurate and complete;
- Demonstrate professional competence in providing advice on our service and products;
- Put matters right as speedily as possible if we get something wrong; and
- Use your feedback to improved our products and services

## How do I make a Complaint?

### Your first contact

If you have a problem, or if our service has not met your expectations, our Connections Team will try to help you as quickly as possible, at the first point of contact. Some issues might require some investigation, and if this is necessary, we will agree a course of action with you. There are several ways to contact our Connections Team:

### Telephone us:

Residential customers:  
Telephony and Internet services: 1300 784 775  
Business and Corporate Customers:  
Telephony services: 1300 784 775

### Send a letter to this address:

The Resolutions Team  
IDNAM  
203-205 Blackburn Rd Mt Waverley, Vic 3149

### Send us a fax:

1300 883 745

### Send us an e-mail:

Residential Customers: [Connections@idnaust.com.au](mailto:Connections@idnaust.com.au)

Business and Corporate Customers:  
[Connections@idnaust.com.au](mailto:Connections@idnaust.com.au)

## 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 complete a Third Party Authority (TPA) Form. Let our Connections Team know you would like for someone else to act on your behalf and they will send you the form, so that we can add them to your account as an 'authorized representative'. This process is in place to ensure your privacy and protect your personal information from unauthorized discloser. There are different levels of 'authorization'. You will need to decide if you want your authorized representative' to be able to make changes to your account or make decisions on your behalf, or if you only require limited access to discuss your account. Contact the Connections 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 IDNAM telephone number 1300 784 775.

## Customers with English Language Difficulties

Customers having difficulty with English can communicate with us via the Language link interpreter service. Contact our Connections Team on the numbers above to arrange an interpreter.

## What if I am still not satisfied?

Sometimes a complaint is complex and might require more thorough investigation. If we have not been able to resolve your complaint, you can ask our Connections Team to escalate your complaint to a higher level within IDNAM, for more specialist attention.

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## The Telecommunications Industry Ombudsman

If you are not satisfied with our review of your complaint or with the way in which we have handled the matter you can seek advice from the Telecommunications Industry Ombudsman (TIO). The TIO is an alternative dispute resolution scheme for small business and residential consumers who have a complaint about their telephone or internet service. The TIO is a free service. You can refer a complaint to the TIO at any time. You do not have to go all the way through our review process before approaching the TIO. You should note however that the TIO service is intended as a "last resort", which means that you should give Primus an opportunity to resolve your complaint before you take it to the TIO. The TIO's website can be found at [www.tio.com.au](http://www.tio.com.au)

### How to Contact the TIO

<b>Telephone</b> 1800 062 058	<b>TTY</b> 1800 675 692	<b>Postal Address</b> Telecommunications Industry Ombudsman PO Box 276 Collins Street West MELBOURNE VIC 8007
<b>Fax</b> 1800 630 614	<b>Translator &amp; Interpreter Service</b> 131 450	
	<b>Email</b> <a href="mailto:tio@tio.com.au">tio@tio.com.au</a>	

## ACMA

The Australian Communications and Media Authority (ACMA) are responsible for the regulation of broadcasting, radio communications, telecommunications and online content. If you have a complaint that raises wider telecommunications policy issues or is outside the TIO's jurisdiction, you may wish to raise it with the ACMA by calling 1300 850 115. Other ACMA contact details are available at [www.acma.gov.au](http://www.acma.gov.au)

## Complaint Resolution Timeframes

Whether you complain to us over the phone, via e-mail or letter, we will try very hard to sort things out on the spot. We endeavor to acknowledge e-mails within 1 hour, and letters within 5 working days. We endeavor to resolve all complaints within 5 working days.

If your complaint is more complex, we might require a bit more time to investigate it. If so, we will let you know:

- what we need to do;
- approximately how long it will take; and
- what your reference number is, so that you can enquire about the progress of your complaint.

We will complete all investigations and provide you with a full response to your complaint within 30 calendar days.

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**Thank you for choosing Integrated Data Networks Australia Management Pty Ltd - If you have any questions regarding your service call us on 1300 784 775.**

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Integrated Data Networks Australia Management Pty Ltd  
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