

Complaints Handling Policy

Superloop's Values

At Superloop we pride ourselves on our reputation as being one of the best, most customer friendly, internet service providers in Australia. However, we understand that things do not always go as planned. It may be that you don't agree with your bill or perhaps the staff member you contacted did not address your concern correctly. Whatever your concern may be, we want to hear about it.

It is your right to complain, and this feedback helps us to continually improve our services for you and other customers.

What is a complaint?

At Superloop we consider a complaint to be any expression of dissatisfaction made to us in relation to our products, services, or our complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you.

We do not necessarily consider an initial call to request a service, information or support, a complaint. Similarly, we do not generally consider an initial call to report a fault or service difficulty to be a complaint. However, if a customer advises that they want an initial call treated as a complaint, we will also treat this initial call as a complaint. Where we are unsure, we will ask if you wish to make a complaint and we will rely on your response.

Who can make a complaint?

Anyone can make a complaint. However, where a complaint relates to a specific account, this may only be raised by the Account Holder or their Authorised Representative.

We will also help anyone who needs assistance to formulate, lodge and progress any complaint with us (e.g. customers with disabilities).

How to make a complaint

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

- Telephone: 1800 578 737
- Email: complaints@home.superloop.com
- Post: Level 19, 11 Waymouth Street, Adelaide, SA 5000.

We recommend lodging your complaint by telephone to receive the fastest response.

When submitting a complaint, we require the following minimum information to process and action the complaint as quickly and as efficiently as possible:

- full name;
- date of birth (where complaint relates to a specific account);
- Superloop username (where complaint relates to a specific account);
- account holder's full name (where complaint is made by an Authorised Representative);
- preferred contact method;
- preferred contact time (during normal business hours);
- area of Issue (e.g. service/connection fault, billing, relocation of service, other);
- complaint relating to (Superloop Fixed Wireless Service, NBN service, billing charges or dispute, complaint handling policy/procedure, Superloop policies/procedures, Superloop staff, other);
- details of complaint; and
- your desired resolution/outcome.

Receipt and acknowledgement of complaint

A complaint made by phone will be acknowledged immediately by the customer service agent who is handling the complaint and you will be provided with a unique Superloop complaint reference number so that you can track its status.

A complaint made online, by email, post, or voicemail with no direct contact with a staff member will be acknowledged within 2 working days of receipt of the complaint with a Superloop complaints reference number provided via the preferred contact method. Please quote this complaint reference number when checking the progress of your complaint.

Initial assessment of the complaint

Superloop aims to resolve all complaints in an objective, efficient and fair manner.

When you contact Superloop to lodge a complaint, one of our customer service agents will conduct an initial assessment of your issue or service difficulty and attempt to resolve your complaint on first contact. If they are unable to resolve your issue on first contact, they will assess the complaint and determine whether the complaint is considered 'urgent' or not.

A complaint is considered urgent if it falls under one of the following categories:

- you have applied for or have been accepted as being in Financial Hardship under <https://superloop.com/terms> where the nature of the complaint can reasonably be presumed to directly contribute to or aggravate your Financial Hardship. See our Financial Hardship Policy for further information; and
- if your service is about to be disconnected (or has been disconnected) and this has happened in error.

Where a complaint is deemed urgent it is automatically escalated to the next level of management for priority attention.

Resolution

Following our investigation, we will make multiple attempts to contact you or your representative via your proposed contact method to discuss our proposed resolution to your complaint. Where we are able to contact you or your representative, we will propose a resolution to your complaint.

Should you wish to accept our resolution, we will aim to complete all steps to implement that resolution within 15 working days after the complaint was initially received and 2 working days for Urgent Complaints. Where we are unable to meet these timeframes, we will contact you and explain the reasons for the delay within 2 working days of receipt of an urgent complaint and 10 days for all other complaints. We will also, where possible, provide you with a new time frame for resolving your complaint and advise you of the avenues for external dispute resolution (including the Telecommunications Industry Ombudsman (TIO) if the issue is not caused by a notified mass outage of service.

Where we receive a request from you in relation to the provision of written confirmation of either the proposed resolution of a complaint or confirmation that a complaint has been resolved, we will provide this to you within 5 working days after receiving the request.

If we cannot contact you or your representative, we will invite you to contact us to discuss the complaint within a specific timeframe of not less than 10 working days from the date of the correspondence. If no response is received from you or your representative after ten working days of the date of the correspondence the complaint will be closed.

Closure of a complaint

There are three reasons why we may close a complaint. We will close a complaint where:

1. you have agreed to the proposed solution;
2. you have not responded to our efforts to contact you or your representative after 10 working days of the date of the receipt of the complaint. If you contact us within six months after closure of the complaint (where we have been unable to contact you), we will reopen the complaint and continue our investigation;
3. we consider we are unable to resolve your complaint. Where this is the case we will advise both you and the Telecommunications Industry Ombudsman (TIO) of this decision in writing within 5 working days of reaching this decision; and
4. you reject our proposed resolution(s) and request to close the complaint as 'dissatisfied'.

In cases where we are unable to resolve the complaint, or you opt for external dispute mediation or assistance we will not cancel of your service(s) without authority from you.

Further options

If you are unhappy with the response times that apply to the handling and management of your complaint or the outcome of your complaint, there are further options available.

You may request further escalation of your complaint for review by the next level of management.

We consider that most issues can be resolved by our internal processes and request that you give us a reasonable opportunity to address your complaint. If you are still not satisfied with our response after escalating your complaint within Superloop, you may consider external dispute resolution options. This may include seeking dispute mediation or assistance from the TIO (telephone 1800 062 058).

Translation and interpreting services

If English is not your first language, the Department of Immigration and Multicultural Affairs provide a translating and interpreting service.

They can be contacted on 123 14 50.

Contact Details

To contact Superloop please use any of the contact details on our website or contact us on 1800 578 737.

Policy amendments

We may update this policy from time-to-time by posting a new version on our website. You should check this page occasionally to stay up to date with any changes.

We may also notify our customers of changes to this policy by email.