

Introduction

This policy explains how we handle complaints and sets out what you can expect from us. It meets the requirements of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 (amended 2025).

GENERAL COMPLAINTS

What is a complaint?

A complaint is when you let us know you're unhappy with our service or products, and you want us to do something about it. This may include how we handle your reported faults, or interactions with our staff. You have a right to complain.

How to make a complaint

You can make a complaint to us by:

- **Phone:** Call [13 14 13](tel:131413) between 8:30am – 7:00pm (Mon–Fri) or 8:30am – 5:00pm (Sat–Sun) and let us know you wish to make a complaint
- **Email:** Send an email to support@letsbemates.com.au and state that you wish to make a complaint
- **Live Chat:** Chat with us at letsbemates.com.au and state that you wish to make a complaint
- **Post:** Mail your complaint to [340 Victoria Street, Wetherill Park NSW 2164](https://letsbemates.com.au)

You can appoint someone to speak on your behalf.

If you need support to make a complaint

Let us know if you need help:

- Due to a disability or accessibility needs
- If English is not your first language
- If you are experiencing financial hardship

If accessibility is an issue, you can also use these Australian Government provided services to help make your complaint:

- National Relay Service: [133677](tel:133677)
- Translating & Interpreting Service: [131450](tel:131450)

What happens after you make a complaint?

When you make a complaint, we will:

- Acknowledge your complaint immediately (if via phone, chat) or within 2 business days (if via email or mail)
- Provide you a complaint number and information on how to track it
- Work to resolve it quickly. Urgent complaints are fast-tracked



When to expect a resolution?

- **Urgent complaint:** Within 2 business days
- **Billing issues:** Within 30 calendar days
- **Other complaints:** Within 10 business days

We'll confirm the resolution in writing if you request it.

Closure

Once your complaint has been resolved, we'll let you know within 5 days after our investigation is completed. We will not close a complaint until you have agreed it has been resolved, unless we can do nothing more to resolve your complaint – refer to Clause 36(a) of our [Complaint Handling Process](#).

If you wish to close your complaint at any time, please contact us.

If you're not satisfied

If you're not happy with how your complaint was handled, you can:

- Ask us to escalate it internally
- Contact the **Telecommunications Industry Ombudsman (TIO)**:
 - Website: tio.com.au
 - Phone: [1800 062 058](tel:1800062058)

NETWORK OUTAGE COMPLAINTS

What is a network outage complaint?

A network outage complaint is when you report a service issue caused by a wider network fault, such as a major or significant local outage, rather than an isolated issue affecting just your connection. We treat these differently to make sure you're kept up to date while we work on getting things back online.

How to make a network outage complaint

You can make a network outage complaint using the same methods as any other complaint:

- **Phone:** Call [13 14 13](tel:131413) between 8:30am – 7:00pm (Mon–Fri) or 8:30am – 5:00pm (Sat–Sun) and let us know you wish to make a network outage complaint
- **Email:** Send an email to support@letsbemates.com.au and state that you wish to make a network outage complaint
- **Live Chat:** Chat with us at letsbemates.com.au and state that you wish to make a network outage complaint
- **Post:** Mail your complaint to [340 Victoria Street, Wetherill Park NSW 2164](#)

We'll assess whether your complaint relates to a known outage and respond accordingly.



If you need support to make a network outage complaint

Let us know if you need help:

- Due to a disability or accessibility needs
- If English is not your first language
- If you are experiencing financial hardship

If accessibility is an issue, you can also use these Australian Government provided services to help make your complaint:

- National Relay Service: [133677](tel:133677)
- Translating & Interpreting Service: [131450](tel:131450)

What happens once you make a network outage complaint?

If your complaint is about a network outage:

- We'll send you updates during the outage and notify you when it's resolved. For more information on outage updates, visit: letsbemates.com.au/mate/network-status
- We'll provide you with a complaint number and information on how to track it
- If you're not satisfied after restoration, we'll guide you through next steps
- Urgent complaints will be prioritised and actioned within 2 working days

Initial assessment

When we receive your complaint about a network outage, we'll review the details and determine whether it's a standard or urgent case. If you let us know the outage is causing a serious health or safety concern, we'll treat it as urgent and do everything we reasonably can to keep you connected.

Investigation

To understand whether your issue qualifies as a network outage complaint, we might ask for a few details to help us assess things accurately, such as:

- Your service details
- When the issue started and how long it's lasted
- Whether you've been told it's part of a wider outage (major or significant local)
- Any other information that could help confirm the cause

Monitoring and updates for network outage complaints

If there is a major or significant local outage affecting your service, we will let you know as soon as we can. For more information on how we communicate major outages to our customers, visit: letsbemates.com.au/mate/fag/major-outage-notifications



Resolution of network outage complaints

In most cases, the solution to a network outage complaint, whether standard or urgent, is to get your service(s) back online. We aim to get you reconnected as quickly as possible and will action everything within our control to restore your service promptly.

Once the service is restored, we'll confirm it with you in writing. At that point, your complaint will be considered resolved.

Closure

For urgent outage complaints:

- We'll follow up within 2 calendar days after confirming service restoration to make sure you're back online
- If you let us know the issue isn't fixed, we'll aim to get things resolved within 2 working days of hearing back from you
- We won't close the complaint until your service is restored and you confirm it's working

For non-urgent outage complaints:

- If we don't hear from you after sending confirmation of restoration, we'll wait 3 working days before closing the complaint

If you're not satisfied

If you're not happy with how your network outage complaint was handled, you can:

- Ask us to escalate it internally
- Contact the **Telecommunications Industry Ombudsman (TIO)**:
 - Website: www.tio.com.au
 - Phone: [1800 062 058](tel:1800062058)

Your privacy and records

We protect your personal information. We only share your data if:

- You give us permission
- We're required to by law
- We're working with the TIO or ACMA to resolve your complaint

For our full process, visit: letsbemates.com.au/mate/complaints-handling.

