

COMPLAINT HANDLING POLICY

Pivotel Satellite Pty Limited

Pivotel Satellite is a rurally focused telecommunications company offering value for money communications services differentiated by the high quality of our customer service and our operational excellence.

We are committed to resolving your complaints

Pivotel Satellite is committed to resolving all problems and complaints about our services to your satisfaction quickly and effectively.

How to contact us

You can contact Pivotel Satellite customer care on 1300 882 448, or by sending an email to mail@pivotel.com.au. If you need to write to us, our contact details are:

Pivotel Satellite Pty Limited
Locked Bag 100
Southport Mail Centre QLD 4215

If required, you can use the National Relay Number on 133 677 or the Translating & Interpreting Service (TIS) on 131 450 to assist you to contact us.

What we will do

When you call Pivotel Satellite, our customer care staff will provide you with their first name and will aim to resolve your issue with you on the spot. Letters will be acknowledged within ten (10) working days.

If we need to investigate your issue further, we will advise you of what actions we propose to take and an estimated timeframe. Should there be any changes we will advise as soon as possible. While your issue is being investigated we will provide you with regular updates of our progress so that you are aware of what is happening with your complaint.

We will aim to resolve to your complaint within thirty (30) days of you raising it and we will fully inform you of the outcome of our investigations. If requested, we will send you the outcome of our investigations in writing.

If you are not satisfied, you can escalate your complaint

If you are not satisfied with the resolution or the investigation of your complaint, you can request that is escalated to the next level of management within Pivotel Satellite. The manager of your complaint will then deal with you personally to discuss your complaint, and the resolutions you have been offered.

External investigation of your complaint

Pivotel Satellite is a customer focussed company, and our aim is to provide you with the most efficient and straightforward complaint handling process we can. However, if you would like an external body to review your complaint, you can approach the following regulators after you have attempted to resolve your complaint with Pivotel Satellite:

- the Telecommunications Industry Ombudsman (TIO);
- the Australian Communications & Media Authority (ACMA) for broader telecommunications issues that may be outside the jurisdiction of the TIO; or
- the Office of Fair Trading in your State or Territory, or for trade practices issues the Australian Consumers Competition Commission (ACCC).

General information

Our relationship with you is governed by the terms and conditions of our Standard Agreement. The full terms and conditions are contained in Pivotal Satellite's Standard Agreement which is available on request from us by calling customer care on 1300 882 448 or by visiting the Pivotal Satellite website at www.pivotal.com.au. The Standard Agreement is binding on both parties.