

Complaint Handling Policy

Tel.Pacific aims to provide the highest level of customer service, which includes the handling of complaints. The complaints handling policy was created to be able to provide a fair and efficient mechanism to handle customer complaints.

This policy has been developed by Tel.Pacific in accordance with the ACIF Industry Code complaints handling.

Similarly, if you feel that a breach of the Competition and Consumer Act (CCA) had been committed, you are advised to raise a complaint on the matter. Tel.Pacific treats all such complaints very seriously and will be dealt with accordingly.

No legal rights arise under this document.

How to Lodge a complaint

Complaints can be lodged:

By phone: 1 300 126 999

By Fax: 1 300 722 908

By email: phonecards@telpacific.com.au

By post: Customer Service
Tel.Pacific
Level 10, 821 Pacific Highway
Chatswood
NSW 2067

What we will do

When you speak to a Tel.Pacific customer consultant they will always provide you with their name and try to resolve the complaint on the spot. Written complaints will be acknowledged within five (5) working days. A case number will be allocated to you in order to facilitate follow ups on the progress of your complaint.

Tel.Pacific prefers to deal with complaints and enquiries by phone as this provides a quicker response time.

Escalation of complaints

If you are not satisfied with the resolution or the investigation of your complaint, then you may request to have a supervisor review your complaint. The supervisor will try to provide a resolution as quick as possible.

If all avenues of addressing your complaint has been exhausted or you find that the resolution to your complaint is still unacceptable. You can ask the Telecommunications Industry Ombudsman (www.tio.com.au) for assistance.