

## Our Commitment to Complaints Handling and Dispute Resolution: Telecommunications

We have an internal process for handling disputes. This process satisfies reflects the principles and benchmarks set out by the Telecommunications Industry Ombudsman (TIO) Scheme, emphasising the essential elements of:

- Accessibility
- Independence
- Fairness
- Accountability
- Efficiency
- Effectiveness
- Fairness

There are a number of ways that customers may submit complaints to us.

- Visit our website at <http://www.communitycashback.com.au> and fill in our Feedback Form, detailing the nature of the problem or complaint and the outcome sought.
- Telephone us on +612-9687-1900.
- Send us a fax to +612-9687-1911.
- Write to: "Feedback" at PO BOX 618, Parramatta, NSW, 2124, Australia.

We have documented procedures for handling oral as well as written complaints, strategies for minimising disputes, and strict timeframes within which to settle disputes. When a complaint arrives we shall begin action immediately.

Our aim is to resolve complaints quickly, and we are confident that most problems should be easily resolved within a short period of time. Most complaints should be resolved within 2 working days, and more complex matters within 5 working days. The maximum time we allow is 45 days. After that time, we must inform complainants of the reasons for the delay, and of information relating to our External Dispute Resolution Scheme, the Telecommunications Industry Ombudsman (TIO).

Contact details for the TIO are: PO Box 276 Collins Street West Melbourne VIC 8007  
Tel: +613 8600 8700  
Toll Free: 1800 062 058  
Fax: +613 8600 8797  
Website: <http://www.tio.com.au/>

For more information, please visit the Telecommunications Industry Ombudsman (TIO) website <http://www.tio.com.au/> for detailed TIO policies and procedures.

We are committed to providing complaints handling that is honest, fair, and efficient.