

Feedback & resolving your complaints.

Introduction.

At Woolworths Everyday Mobile we're committed to ensuring that our customers receive the highest standards in customer service.

Whether you're providing feedback, paying a compliment or making a complaint, your input is valuable to us.

Feedback.

Your feedback helps us to maintain a high standard of customer service and to provide products that meet your needs. If you have any suggestions about how we can improve our products or services please let us know.

If you've received exceptional service from a member of the Everyday Mobile team, we'd love to hear about it.

Making a complaint.

If you have any concerns about Everyday Mobile or its related services or have encountered a problem with the Everyday Mobile service, we would like you to tell us about it. Please rest assured that we deal with all matters seriously and in total confidence.

We are sensitive to your needs and would like to hear any complaint you may have so that we can provide a better service experience to you and our other customers. We are here to listen to you and help resolve your complaint as soon as possible.

We outline below the simple process we have in place for our customers to make a complaint.

How to contact us.

If you are unhappy with any aspect of the Everyday Mobile Service, You can contact Everyday Mobile Customer Care as follows:

Telephone Call 1201 from your mobile or 1300 10 1234 from a landline.

Email support@everydaymobile.com.au

Non-English speaking enquires Call 1300 10 1234 and advise the Everyday Customer Service Centre if an interpreter is required. This will be arranged as soon as possible.

People with disabilities Customers with a hearing or speech impairment can call through the National Relay Service. Call 133 677 (TTY) then ask to be connected to 1300 10 1234 or email the National Relay Service on relayservice.com.au and ask to be connected to 1300 10 1234.

People with visual disabilities Call 1300 10 1234 and advise the Everyday Customer Service Centre if assistance is required and this will be arranged as soon as possible

Online Log on to the Everyday Mobile Website at everydaymobile.com.au and record your feedback or complaints via the 'Contact Us' section.

What we will do.

When you ring Everyday Mobile Customer Care, the consultant that answers your call will identify himself or herself by their first name so you know with whom you are speaking.

Woolworths Everyday Mobile will aim to resolve your issue or enquiry during that first call. Everyday Mobile Customer Care consultants have the training and authority to deal with most issues and enquires.

Where your issue cannot be resolved during the first call, for example if we need to investigate your issue further by reviewing records or speaking to a member of our staff, we will agree to resolve your issue within timeframes agreed with you, which in most circumstances will be within 30 days of you first raising the issue with us. Timeframes will be agreed with you during that first call or within 5 days of that first call.

If you write to us with your issue or enquiry via facsimile, email or mail, we will acknowledge your letter by phone or in writing, if you request, within 5 working days of receiving your letter.

If your issue has not been resolved in our response to your letter, we will agree to resolve your issue within timeframes agreed with you, which in most circumstances will be within 30 days of receiving your letter.

Progress updates.

While your issue is being investigated, we will provide you with regular updates on the progress of our investigations, so that you are kept informed of how your issue is being addressed.

You are welcome to enquire about the progress of your issue at any time. You will be assigned a reference number when you first call or write to us, which you can use when enquiring about the progress of your issue.

Escalating complaints within Woolworths Everyday Mobile.

If you are not satisfied with the resolution or investigation of your complaint, you can ask to be referred to the next level of management, such as a supervisor. We will continue to try and resolve your issue as soon as possible and within timeframes agreed with you, which in most circumstances will be within 14 days of you having notified us that you are not satisfied with the initial attempted resolution of your complaint.

If you are still dissatisfied with the way your complaint has been handled, you can ask to be referred to a more senior person, such as a manager. This person will deal with you personally to discuss your complaint and the resolutions you have been offered.

Advising you of outcomes.

Woolworths Everyday Mobile Customer Care will advise you by phone of the outcome of your complaint as soon as a resolution is complete.

If you would like to be advised in writing of the outcome of your complaint, please let us know. We can advise you in writing via email, facsimile or mail.

Taking your complaint outside Woolworths Everyday Mobile.

We expect that our Everyday Mobile Customer Care team will successfully resolve the issues you raise as we aim to provide the most straightforward, efficient and effective complaint resolution process.

However, if you are not satisfied with the way your complaint has been handled by Woolworths Everyday Mobile Customer Care and would like an external body to review your complaint, you can contact the following regulatory bodies:

1. The Telecommunications Industry Ombudsman (TIO).

The TIO is an office of last resort which recommends that you first try and resolve the issue with your telecommunications service provider. Although you do not have to exhaust all the complaint resolution options offered by Woolworths Everyday Mobile, you should try and resolve the issue with us first before taking your complaint to the TIO.

The TIO can be contacted on 1800 062 058 or by writing to TIO, PO Box 276, Collins Street West, Melbourne, Victoria 8007; and

2. For general telecommunications issues that are not within the TIO's authority, you can also contact the Australian Communications & Media Authority or the Australian Competition and Consumer Commission.

Review of complaint resolution process.

At Woolworths Everyday Mobile we are committed to the efficient, fair and courteous resolution of complaints. We keep a record of all complaints to ensure our complaint resolution process is being followed, to identify recurring and systemic problems and most importantly to prevent recurrence. We will continue to implement processes and procedures to ensure that the majority of complaints are resolved at first point of contact. If you have any feedback on our complaint resolution process, please give us a call.

Your rights.

Nothing in this document limits or detracts from your rights under the Woolworths' Customer Terms, which applies to your use of the Everyday Mobile Service, the Telecommunications Act, the Trade Practices Act, state fair trading legislation or any other laws.