

## CUSTOMER POLICY

# Complaints Handling Process

## Purpose

The purpose of this Complaints Handling Policy is to ensure that all customer complaints relating to our telecommunications products and services are managed in a fair, transparent, efficient, and consistent manner. This policy is intended to establish a clear framework for receiving, investigating, and resolving complaints in accordance with ACMA & TCP regulatory requirements and industry standards.

## Definition

A complaint is any expression of dissatisfaction or grievance made to us about any of our services, or the way we've managed a complaint. We don't automatically treat the first time you contact us to request information, support or report a fault or service difficulty as a complaint, however we will if you ask us to.

## Types of Complaints

Complaints are classified into different categories, and how we manage and prioritise these will depend on the type of complaint. While we try to resolve all complaints in a timely manner, some complaints take priority over others.

## Support Hours

| Support Type     | Availability                                                                      |
|------------------|-----------------------------------------------------------------------------------|
| Critical Support | 24 × 7                                                                            |
| Standard Support | Business Hours - Monday to Friday, 8:30am-5:30pm AEST, excluding public holidays. |

## Document Version

| Date       | Notes                                |
|------------|--------------------------------------|
| 22/06/2026 | ZB – Document Creation & Publication |

## Lodging a Complaint

Customers may lodge a complaint via the following channels:

- Phone: 02 8360 7000
- Email: [feedback@flexruc.com.au](mailto:feedback@flexruc.com.au)

## Complaint Handling Process

We will handle all complaints in accordance with applicable Australian telecommunications laws, including the Telecommunications Consumer Protections Code and relevant ACMA standards.

We will:

- (a) Acknowledge receipt of a complaint within 2 business days;
- (b) Use reasonable endeavours to resolve complaints at first contact where possible;
- (c) Where immediate resolution is not possible, provide you with a proposed resolution or action plan within 10 business days;
- (d) Keep you informed of progress at reasonable intervals; and
- (e) Prioritise complaints that involve network outages, service disruptions, or other urgent matters.

Sometimes, we might not be able to resolve a complaint within the timeframes set out above. If that is the case, we will contact you, explain the reason for the delay, give you a new timeframe for resolution, and advise you on your right to external dispute resolution if the expected delay will be longer than 10 working days.

Once we have resolved your complaint, we will provide written confirmation that your complaint has been resolved within five working days.

## Urgent Complaints

Complaints will be treated as urgent where they involve:

- A service outage,
- A serious financial impact; or
- A vulnerable Client.

Urgent complaints will be prioritised, and we will use reasonable endeavours to resolve them within 2 working days, or as soon as reasonably practicable.

## Network Outage Complaints

If you are likely affected by a network outage, we will attempt to notify you of the outage as soon as practical via SMS, or email. We will also have information available on our website and social media pages.

These notifications may include our estimations on the scale of the outage, the likely cause, what area and services are affected, and any estimated timeframe for resolution. If you or your nominated representative contact FlexrUC to report an outage, we will first check whether a network outage may be the cause. We may also ask you to troubleshoot or provide further information (e.g. the symptoms experienced) to help us determine if this is the case.

If we find that you are impacted – or likely to be impacted – by a network outage that was not caused by a natural disaster (like a bushfire or a storm), we will treat your report as a network outage complaint. This means that your complaint will follow a different process from other complaint types. Our focus will be on restoring your service as quickly as possible and keeping you updated along the way.

## Escalation and External Review

If you are not satisfied with the outcome of a complaint, you may request escalation within our organisation.

If the complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman (TIO):

- Website: [www.tio.com.au](http://www.tio.com.au)
- Phone: 1800 062 058

## Record Keeping and Monitoring

We will maintain records of complaints in accordance with applicable regulatory requirements.

We may use complaint data to improve our services and complaint handling processes.

## Service Level Agreement

Further operational service response and resolution timeframes may be set out in the applicable Service Level Agreement.

In the event of inconsistency, this clause governs complaint handling obligations, and the SLA governs service performance targets.