

complaints handling policy

Introduction

Welcome to yless4u. We are committed to protecting your privacy and handling your personal information in a transparent and secure manner in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Yless4u aims to provide our customers with the best possible service. If you haven't received the service, you expected, or you would like to suggest we always appreciate your feedback.

A complaint means an expression of dissatisfaction made to us in relation to our products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you. Contacting yless4u to request support or to report a service difficulty is not necessarily a complaint.

Level 1 customer support

Yless4u helpdesk is the level 1 customer support and main point of contact for questions regarding your account or for information about our services. If you are having difficulties with your Helpdesk Support representative, a supervisor may be called upon to assist. Our customer service staff can be contacted by:

- a) Email – helpdesk@yless4u.com.au
- b) Phone – (02) 6230 3699

Making a complaint

If our Helpdesk has been unable to satisfy your issue, you can request for your call to be considered a complaint. You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team by email – helpdesk@yless4u.com.au

You may nominate an authorized representative or advocate to liaise with us on your behalf. Or if you need assistance with understanding this process or lodging a complaint, please let us know. This includes consumers with a disability or those who are suffering hardship or are from a non-English speaking background.

What we will do next

We will acknowledge a complaint immediately on the phone or within 2 business days of receiving it and provide you a reference number. Where possible, our level 1 Customer Service and Technical Support teams will resolve your complaint upon first contact. Where they have been unable to do so, our Customer Relations team will take over management of the complaint and resolve your complaint within 15 business days of receiving it, depending on the complexity of your complaint. We will let you know any reasons for delay and a specific timeframe for resolution. We will keep you updated with the status of your complaint, and you may contact us either by phone or by email with your reference number to request a status update. Please note that yless4u is unable to implement any resolution until you have accepted it. You will find most

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matters can be handled by yless4u's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint.

At any time, you can contact the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is a free, independence service that helps with phone and internet complaints. The TIO may be able to assist you where you are unhappy with the information we have given you, the time it takes for us to response, or the way we respond. To find out more about how the TIO can assist you: Phone (1800 062 058), Email (tio@tio.com.au) and Webpage (www.tio.com.au).

Update with information services

Calling with a hearing or speech impairment

If you have a hearing or speech impairment, you can call us via the National Relay Service:

- TTY users: Call 13 36 77, dial 0, then ask for 1300 306 126
- Speak and Listen users: Call 1300 555 727 then ask for 1300 306 126
- Internet relay users: Visit the NRS website (<https://nrschat.nrscall.gov.au/nrs/internetrelay>) and enter 1300 306 126

Translation into different languages

If you require this policy translated, you can contact the Translating and Interpreting Service (TIS National) via their website here - <https://www.tisnational.gov.au/> or call them on 13 14 50