

More Telecom Complaint Handling Process

At More, we aim to deliver excellent customer experiences to our customers. However, we know that sometimes things can go wrong. If you are not happy with our products or services, or interactions with our staff, you have the right to make a complaint. We are committed to handling all complaints in compliance with the Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

What is a complaint?

A complaint is an expression of dissatisfaction about our products or services, interactions with our staff, or the way we have handled a complaint. For the expression of dissatisfaction to be considered a complaint, you must tell us or imply that you would like a response.

If you have expressed dissatisfaction through one of the channels outlined below, and we're not sure if you're making a complaint, we'll check with you.

How can you submit and monitor a complaint?

There are no charges for complaint submission and handling. You can submit a complaint and monitor its progress via these channels:

Channels to submit a complaint	Available hours
Online complaint form: https://www.more.com.au/make-a-complaint	Anytime
Channels to submit and monitor a complaint	Available hours
Email: complaints@moretelecom.com	Anytime
Phone: 03 9123 0929	8:30 am – 7:00 pm, Monday to Friday (AEST) 9:00 am – 6:00 pm, Saturday (AEST)
Live chat: www.more.com.au/complaints	Anytime
Mail: More Telecom Level 8, 574 St Kilda Road Melbourne VIC 3004	Anytime

Do you need help making a complaint?

Appointing an Advocate or Authorised Representative

You can appoint an Advocate or Authorised Representative to speak with us on your behalf during the resolution of your complaint. For information on appointing an Advocate or Authorised Representative view our [policy](#).

Translating and interpreting services

For assistance making or discussing a complaint in your language, call the Australian Government Translating & Interpreting Service (TIS National) on 131 450.

Disability services

The National Relay Service offers several text-to-voice/voice-to-text, text-to-AUSLAN/voice-to-AUSLAN, and supported voice call services that can help you if you're d/Deaf or find it hard to hear or speak to hearing people on the phone. For assistance making or discussing a complaint through the National Relay Service call 133 677 or visit <https://www.accesshub.gov.au/about-the-nrs>.

Let us know if you need additional assistance

If you need extra help to make or progress a complaint we can assist. Contact us using the details in the

section 'How can you submit and monitor a complaint?'. If you are suffering financial hardship, please read our [Financial Hardship Policy](#) for information on additional assistance that may be available to you.

How we manage complaints

1. Acknowledging your complaint and assigning a unique identifier

When we receive your complaint, we will acknowledge your complaint:

- immediately, if the complaint is made in person or by telephone; or
- within 2 business days, if the complaint is made via email, online form, mail, message or voice recording.

Acknowledgement may be written or verbal. Upon acknowledgement, we will provide you with a unique identifier so you can monitor your complaint's progress.

2. Initial assessment and setting a time frame

We will identify your complaint as 'urgent' or 'standard'. A complaint is considered urgent if:

- you have requested or been approved for financial hardship assistance and the subject of your complaint could contribute to or aggravate your financial hardship situation; or
- your service is at risk of disconnection; or
- it relates to a service for which you receive Priority Assistance under the [Priority Assistance for Life Threatening Medical Conditions Code](#).

We aim to resolve urgent complaints within 2 business days of receipt and standard complaints within 15 business days of receipt. For complaints relating to billing, see the 'Billing Error Complaints' section.

We are flexible in the way we prioritise complaints for processing, and we prioritise based on the circumstances of each complaint and customer. If you believe your complaint is urgent and requires priority processing, please let us know as soon as possible and we will do our best to accommodate.

3. Investigating your complaint

Some complaints require deeper investigation to assess the situation and any underlying issues and determine an appropriate solution. We may need to contact you with questions about your complaint to assist with these investigations. If you have appointed an Advocate or Authorised Representative to discuss your complaint, we may contact them instead.

4. Resolving your complaint

We use best efforts to resolve a complaint on first contact with you. We will communicate our proposed resolution to you within 2 business days for urgent complaints and 10 business days for standard complaints.

If there are any delays that reasonably impact our ability to provide a resolution within the above timeframes, we will contact you to let you know the reasons for the delay, advise new timeframes for resolution, and your options for external dispute resolution (where the delay is expected to exceed 10 business days beyond the initial 2 business day or 15 business day timeframes).

We may propose a resolution for your complaint that is tailored to address your individual circumstances and any underlying issues. We will notify you of this resolution (either over the phone or in writing). Upon request, we will provide written confirmation of the resolution within 5 business days.

We may be unable to implement a resolution without your consent. If you accept our resolution we will implement the agreed outcomes within 5 business days, or the otherwise discussed and agreed-upon timeframe. Where the solution requires you take certain actions within required timeframes and those actions are not completed as agreed, we may not be able to implement the resolution within 10 business days, or the otherwise discussed and agreed-upon timeframe.

5. Closing your complaint

Generally, we won't close your complaint until you agree it has been resolved. However, we may close your complaint without your agreement if:

- a. we reasonably conclude that there is nothing more we can do to resolve your complaint; or
- b. we reasonably determine that your complaint or behaviour is frivolous or vexatious; or
- c. on multiple occasions, we have been unable to contact you regarding your complaint and after writing to you with details of our contact attempts, we do not receive a response within 10 business days.

If we decide to close your complaint under subsection (a) or (b), we will notify you in writing within 5 business days of the decision and outline the reasons for our decision.

Billing error complaints

If your complaint is about a billing error, we aim to resolve your complaint within the billing period immediately following your current billing period, or within 30 calendar days (whichever is sooner).

What if you're unhappy with our decision or complaint process?

Requesting escalation of your complaint

If at any stage you are unhappy with our complaint handling process, the progress or the outcome of the complaint, or you reasonably request that your complaint be assessed and treated as urgent, you can let us know and we will escalate the complaint internally.

If you request your complaint to be escalated and/or given priority it will be referred to a more senior Customer Service Agent, our Complaints Manager or, where necessary, a higher level of management for review. We will assess the complaint in accordance with our internal escalation process within 5 business days and prioritise and escalate your complaint where appropriate.

Within 24 hours after you have communicated that you reasonably want your complaint treated as urgent and/or have expressed dissatisfaction with our response times that apply to handling or management of your complaint, we will notify you either by phone or email of our:

- internal prioritisation process;
- internal escalation process; and
- information for referral to an external dispute resolution service.

Within 24 hours after you have communicated that you are dissatisfied with the progress or resolution of a complaint, we will notify you of our:

- internal prioritisation process;
- internal escalation process; and
- information for referral to an external dispute resolution service.

External dispute resolution services

If, after providing us a reasonable opportunity to resolve your complaint, you are not satisfied with our response you can contact an external dispute resolution service such as the Telecommunications Industry Ombudsman.

We will never suspend or cancel your More service(s) for the sole reason that your complaint was not resolved directly with us, and you decided to pursue external dispute resolution.

If your complaint is not resolved within 30 calendar days after it was received, we will provide you with the details for the TIO on the next business day after this period.

Telecommunications Industry Ombudsman

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. At any time, you can contact the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is a free, independent 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 respond, or the way we respond.

To find out more about how the TIO can assist you, you can visit the TIO's webpage 'What we can help with' or contact the TIO:

- Phone: 1800 062 058
- Online: 'online complaint form' webpage
- Email: tio@tio.com.au
- Post: PO Box 276, Collins Street West, VIC 8007
- Fax: 1800 630 614
- Access using a language interpreter, Auslan interpreter or the National Relay Service – 'Interpreters and accessibility' webpage.