



Lycamobile

Lycamobile Pty Ltd Customer Complaints Handling Policy

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1. Introduction

This policy is set out to outline the process for handling complaints at Lycamobile. It has been written in accordance with the requirements of the Telecommunications Consumer Protections Code and Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

2. Definition of complaint

“Complaint” means an expression of dissatisfaction made to us by a customer or former customer in relation to our services or our complaints handling policy. An initial call to us to request a service or information or to request support is not necessarily a complaint. An initial call to report a fault or service difficulty is not a complaint. However, if a customer or former customer advises that they want this initial call treated as a complaint, we will also treat the initial call as a complaint. If it is unclear, we will ask the customer or former customer if they wish to make a complaint and will rely on the customer or former customer’s response.

3. Purpose of this policy

At Lycamobile we recognize the rights of our customers and former customers to make complaints. We also recognise their right to review and accept or decline any resolution proposed by Lycamobile in dealing with their complaints before Lycamobile implements that resolution.

Lycamobile’s Complaints Handling Policy provides:

- Information and assistance to Lycamobile customers and former customers on how to make a complaint and how to monitor the progress of a complaint
- Information on how Lycamobile handles and investigates complaints and the circumstances in which they will be escalated and/or prioritized within Lycamobile
- A guideline for Lycamobile staff on how to handle and resolve complaints with the objective of resolving complaints in a fair and effective manner

This policy is effective as of 15 September 2018 and is reviewed annually.

4. Our Commitment to handling complaints

Lycamobile is committed to dealing with all complaints efficiently and in a timely manner, at all times to follow a fair and courteous procedure while dealing with resolution of complaints. Lycamobile also aims to resolve complaints at first point of contact.

Our customer service representatives and managers have the training and authority to resolve most of the queries experienced by our customers in real time at the first point of contact. However, there may be instances where complaints may be escalated to other departments to help provide a complete resolution.



If a complaint is about a Lycamobile employee, we will ensure that it is not handled by the same person.

At Lycamobile we strive to continuously improve our performance and put the customer at the centre of our daily business. To ensure the identification of systemic trends and recurring issues all complaints will be recorded and analysed on an on-going basis to ensure continuous improvement in our processes. We will conduct on-going reviews of our compliance with this policy and report on the same to senior management.

5. Complaints handling stages

The following are the stages of the customer complaint handling process followed by Lycamobile:

- 5.1 Lodging and receipt of a complaint
- 5.2 Acknowledgement of a complaint
- 5.3 Initial assessment of a complaint
- 5.4 Investigation of a complaint
- 5.5 Response to a complaint and proposed solution
- 5.6 Communicating our decision in response to a complaint
- 5.7 Implementation of agreed resolution
- 5.8 Closing a complaint

5.1 Lodging and receipt of a complaint

You can lodge a complaint to Lycamobile in any of the following ways:

- (a) over the phone (which is a free call from your Lycamobile number),
- (b) online on our website,
- (c) by email,
- (d) by fax,
- (e) by post.

For a list of contact details please refer to section 8 below.

We aim to make our complaint handling process fair and accessible for everyone whether they are customers and former customers. This includes customers with special needs, disabilities, those suffering financial hardship, and those from non-English speaking backgrounds.

If you require any special assistance to articulate and register a complaint or have any special requirements please tell us about your requirement when you contact us and we will endeavour to provide specialised support as needed.

If you wish to allow an authorised representative or advocate to act on your behalf a Lycamobile customer service representative can help you to do so. You can also make an explicit request for a third-party access to your account by letting us know your desire to do so. This will enable the third party to act as your “authorised representative” in representing you with your complaint.



5.2 Acknowledgement of a complaint

We will acknowledge your complaint and issue you with a reference number instantly if your complaint is received over the phone.

If your complaint is submitted by any other means such as email, online, fax or post (for contact details refer to section 5), you will receive a response and a reference number within 2 working days of receipt of your complaint by Lycamobile.

5.3 Initial assessment of a complaint

Upon receiving a complaint we make an initial assessment of the aspects of your complaint and categorize it. The below are the some of our main complaint categories:

| Type | Description |
|--------------------------------|--|
| Billing complaints | Missing credit, negative balance or wrong billing (such as overcharged tariff) |
| Bundle offer complaints | Plan activation or cancellation, auto renewal deactivation or other issues Refund requests of plan Complaints regarding the terms and conditions |
| Sim blocking complaints | SIM Block, details changed; SMS notification enquiries Utility bills requests to unblock a SIM Card |
| Suspicious chargeback | Chargeback fraud |
| Lycamobile staff | Complaints regarding customer service agents |
| Outgoing call | Mid-call disconnection or unable to call any number |
| Incoming call | Unable to receive any calls |
| Network | No or limited network coverage |
| PIN / Voucher | Pin not working, voucher empty or less credit received than advertised |
| Porting | Port In/Out request (incomplete, billing issue, technical issues, delays enquiries) |
| Registration | Edit personal details and other related enquiries |
| New SIM card complaints | SIM card faulty or not received |
| Top-Up complaints | Missing Top-Up, online Top-Up issues, unable to buy vouchers online or unable to Top-Up online |
| Top-Up using credit/debit card | Top-Up enquiries or unable to Top-Up using debit or credit card |
| Website | Online SIM requests issues |

When prioritising complaints our approach is to handle the complaints in the same order that we receive them. However, there are circumstances when we need to change this order such as:

- We need further information, specialist guidance or legal advice
- A complaint was qualified as urgent
- The complaint was escalated
- The complaint is causing significant distress or inconvenience for the customer



5.4 Investigation of a complaint

At Lycamobile, wherever possible we aim to resolve all complaints at the first contact. If we cannot resolve your complaint at the first contact and the matter requires further investigation (for example, retrieval of records or obtaining of additional information through our resolutions team) we will aim to have your complaint resolved within 15 working days after the complaint has been made or within the timeframes agreed with you at the point of first contact. If a complaint is indicative of a broader problem or systemic issue, we aim to resolve the main cause of that problem or issue.

5.5 Response to a complaint and proposed solution

We will provide confirmation of the proposed resolution of a complaint within 15 working days of receiving a complaint. If the customer or former customer agrees with the proposed solution we will proceed to the following stages: communicating our decision in response to the complaint, implementation of agreed resolution and closing the complaint.

5.6 Communicating our decision in response to the complaint

We will notify you of the resolution of your complaint in one of the following ways:

- a. During our phone conversation if the complaint is resolved during that conversation;
- b. By notifying you as soon as possible following resolution, using the same means of contact that you used to make the complaint;
- c. If we do not have your contact details, we will attempt to notify you by calling you on your Lycamobile telephone number;
- d. If you request, we will provide you with written confirmation of resolution within 5 business days of receiving your request.

5.7 Implementation of agreed resolution

Lycamobile will take all necessary actions to implement the proposed resolution within 10 working days of the customer accepting the resolution, except where: it was otherwise agreed with the customer, the customer agreed to undertake actions to implement the proposed resolution by a specified time but did not complete the actions as agreed or the complaint is an urgent complaint (see section 6 below).

5.8 Closing a complaint

Once the agreed resolution has been implemented we will proceed to closing the complaint and update our systems immediately. You will also receive a notification that the complaint was closed.



6. Handling and resolution of urgent complaints

You may ask for your complaint to be treated as urgent and Lycamobile will consider your request accordingly. We will prioritise a complaint as urgent if you are experiencing financial loss and the subject matter of the complaint has directly contributed to or aggravated your financial hardship (if required, Lycamobile may request you to produce relevant supporting documents to prove your financial loss) or your service has been, or is about to be disconnected due to an error on our part or you are a Priority Assistance Customer and involves the service for which you are receiving Priority Assistance.

If we consider your complaint to be urgent, we will inform you of that as soon as possible. Urgent complaints will be processed as follows:

- Lycamobile will engage an expert to handle your complaint on a dedicated basis,
- That person will act as a point of contact to analyse and investigate the case, and will keep you informed about the investigation status,
- That person will ensure the issue is resolved, or notify you of Lycamobile's final decision,
- We will be in touch with a proposal of resolution within 2 working days from the report of the complaint and, once agreed with you, we will implement the resolution no later than 2 working days upon receiving the complaint.

Once you have agreed with our proposed resolution and the outcome is implemented, with your consent, the complaint will be regarded as resolved and the case will be closed. You will also receive a notification once the complaint is closed.

After closure if you have any further issues it will be treated as a new complaint and we will follow the same complaint handling and resolution process described above.

We will keep you informed at all times about any delays to timeframes committed for resolving complaints and implementing the agreed resolution. If we don't believe a complaint can be resolved within 2 working days, we will advise accordingly of the cause of the delay, new timeframe for resolving the complaint and the avenues for external dispute resolution including the Telecommunications Industry Ombudsman (TIO).

If you are not happy with the way your enquiry or complaint has been handled, or if you are dissatisfied with the timeframes or the proposed resolution or outcome, or if you seek to have your complaint treated as urgent, we will inform you within 2 working days of internal escalation routes and prioritisation process as well as external dispute resolution (see section 9).



7. Complaints monitoring and escalation routes

You may monitor the progress of your complaint by contacting us and quoting the reference number for your complaint (see section 8 for contact details).

If you are not happy with the way your enquiry or complaint has been handled, or if you are dissatisfied with the timeframes or the proposed resolution or outcome, or if you seek to have your complaint treated as urgent, we will inform you within 5 working days of internal escalation routes and prioritisation process as well as external dispute resolution (see section 9).

You may ask to speak to a team-leader who will contact you in the same day if possible or no later than 24 hours. If you still are not satisfied with the subsequent handling of the complaint, you can request to have the complaint reviewed by a manager who will contact you in the same day if possible or no later than 24 hours. We will escalate and prioritise your complaint accordingly.

All complaints that cannot be resolved immediately will be investigated and escalated internally.

We will keep you informed at all times about any delays to timeframes committed for resolving complaints and implementing the agreed resolution. We will advise accordingly of the cause of the delay, new timeframe for resolving the complaint and the avenues for external dispute resolution including the Telecommunications Industry Ombudsman (TIO) if we don't believe a complaint can be resolved within 15 working days.

8. Contact Information

By Phone:

1300 854 607 - (standard call charges apply)

122 - Free from your Lycamobile

Hours of Operation: 9am to 6pm Monday to Saturday

By Email: cs@lycamobile.com.au

Contact form online at: <http://www.lycamobile.com.au/contact-us/en>

By fax: +61 (0) 2 94399328

By Post: Unit 2, 1B Kleins Rd Northmead - NSW 2152, AUSTRALIA

If you wish to have a hard copy of the Lycamobile complaints handling policy, please contact our customer service team and let us know your current postal address - we will be happy to send you a copy by post.



If we are unable to contact you at any time to discuss your complaint, we will within 10 working days write to your last known address advising that we are unable to contact you, providing details of our attempts, and inviting you to contact us to discuss the complaint within a specific timeframe of not less than 10 working days from the date of that invitation.

9. External resolution

If you are not satisfied with the outcome of your complaint or with the way in which we have handled the matter (including the timeframes for resolving your complaint), you may contact the Telecommunications Industry Ombudsman (TIO) to assist you.

You should note, however, that you need to give Lycamobile an opportunity to resolve your complaint before the Telecommunications Industry Ombudsman (TIO) will investigate your complaint.

The Telecommunications Industry Ombudsman (TIO)'s website is <http://www.tio.com.au> and contact details can be found below:

Phone: 1800 062 058

Postal Address: PO Box 276, Collins Street West Vic 8007

National Relay Service: 1800 555 677 then ask for 1800 062 058

Fax: 1800 630 614

Please note that Lycamobile cannot cancel your service if you pursue external dispute resolution measures.

10. Frivolous Complaints

If, after reasonable investigation, we consider that a complaint is frivolous we will notify the complainant in writing of our decision and our reasons within 5 working days. In that case, the complainant will still be able to exercise external resolution options, but Lycamobile will not be required to accept any further complaints from that complainant.

