

## Fault Reporting & Complaints

VIPTel is committed to providing best services to its customers. In case our service fails to meet your expectations, do let us know. We also welcome your valued suggestions on how we can improve our services.

VIPTel complaint handling policy has been designed keeping the customer in mind and meets the requirements of ACIF Complaint Handling Code.

VIPTel aims to resolve complaints at first point of contact. Where complaints are received by us by post or via email, we aim to acknowledge the same within 5 days of receipt and provide a resolution within 15 days.

Complaints received from outside agencies like TIO (Telecommunications Industry Ombudsman) may take longer to resolve.

In case you are not satisfied with the resolution provided, you may request to have your complaint escalated to a supervisor. If you are still dissatisfied with the supervisor's resolution, you have the right for the matter to be referred to senior management for review.

You may reach us in any of the following manners:

**Phone:**

Customer Service Number: **1300-785-847**  
Hours of service: **Monday – Friday (9am – 8pm AEST)**

**Email:** [customercare@viptel.com.au](mailto:customercare@viptel.com.au)

**Postal address:**

**P.O BOX 7194  
Melbourne  
VIC 8004**

For a hard copy of the Complaint Handling Policy, please contact VIPTel Customer Services.

### **Complaint Management Dissatisfaction**

If you are dissatisfied with VIPTel's attempt to resolve your complaint, or with the way in which your complaint was handled, you can seek assistance from the TIO (Telecommunications Industry Ombudsman), which is an office of last resort. The Ombudsmen will only investigate complaints if you have already attempted to resolve the complaint with VIPTel.