

COMPLAINT HANDLING PROCESS



Country Broadband Network aims to provide our customers with the best possible service. If you haven't received the service you expected or you would like to make a suggestion we always appreciate your feedback.

Consumers and former customers have the right to make a complaint for escalation within Country Broadband Network.

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 Country Broadband Network to request support or to report a service difficulty is not necessarily a complaint.

Customer Support

Country Broadband Network Technical Support Team is the team who assist to resolve issues of a technical nature.

Country Broadband Network Customer Service Team is the main point of contact for questions regarding your account or for information about our services.

If you are having difficulties with your Customer Service or Technical Support representative, a supervisor may be called upon to assist.

Country Broadband Network believes that our internal resolution process is the most effective and quickest way to resolve issues.

Country Broadband Network Technical Support can be contacted by:

Email - support@cbnco.com.au

Phone - 07 4573 8801 at the cost of a local call from a landline

Mail or in person - 28 Marshall St, Goondiwindi, QLD, 4390

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Making a Complaint

If our Customer Service or Technical Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint.

You may nominate an authorised representative or advocate to liaise with us on your behalf. 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. Where possible, our 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 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 to request a status update. Please note that Country Broadband Network is unable to implement any resolution until you have accepted it.

Further options

You will find the majority of matters can be handled by Country Broadband Network's internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within Country Broadband Network, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058) or the fair trading department in your state or territory.

Urgent Complaints

Please advise us if your complaint is urgent. Complaints will be considered as urgent if:

- You have applied for or have been accepted as being in Financial Hardship
- Disconnection of a service is imminent or has already occurred and where due process has not been followed

Urgent complaints will be acknowledged within one business day. We aim to resolve the urgent aspects of such a complaint within 2 business days or let you know of any reasons for delay and a specific timeframe for resolution.