

Lycamobile

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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

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 actually implements that resolution.

Lycamobile’s Complaints Handling Policy provides:

- Information and assistance to Lycamobile customers and former Lycamobile 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 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 1 January 2013.



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 particular Lycamobile employee we will ensure that it is not handled by the same person.

5. Complaints Handling Stages

Following are the stages in the customer complaint handling process followed by Lycamobile:

1. Lodging and receipt of the complaint
2. Acknowledgement of the complaint
3. Investigation and resolution of the complaint
4. Handling and resolution of urgent complaints
5. Notification of resolution of the complaint
6. Complaint monitoring

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),
- (b) online on our website,
- (c) by email,
- (d) by fax, or
- (e) by post.

For a list of contact details please refer to section 5 below.

We aim to make our complaint handling process fair and accessible for everyone including customers and former customers. This includes all customers, including customers with 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 acting 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 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. Investigation and resolution of 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 10 working days after the complaint has been made or within the timeframes agreed with you at the point of first contact.

We will keep you informed at all times about any delays to timeframes committed for resolving complaints and implementing the agreed resolution.



You may monitor the progress of your complain by contacting us and quoting the reference number for your complaint (see section 5 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, you may ask to speak to a manager

If you still are not satisfied with the subsequent handling of the complaint, you can request to have the complaint reviewed by a senior manager. We will escalate and prioritise your complaint accordingly.

All complaints that cannot be resolved immediately will be investigated and escalated internally in accordance with the following prioritisation rules:

Complaint Type	Target Timescales to Resolve
All network related issues	Within 6 to 12 working hours of notification
Billing (including Recharge Issues)	Within 5 working days
Roaming	Within 5 working days
Handset*	Within 10 working days
Others	Within 10 working days

***Although Lycamobile does not provide handsets to Customers, a problem with your handset may result in network quality or coverage issues. Therefore, Lycamobile may ask you for details regarding the brand and model of your handset.**

5.4. Handling and resolution of urgent complaint

You may ask for your complaint to be treated as urgent. 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 support documents to prove your financial loss), or your service has been or is about to be disconnected due to an error on our part.

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 resolution within 2 working days from the report of the complaint and once agreed with you will implement the resolution no later than 5 working days after reaching that agreement.

We aim to complete all necessary action to deliver the resolution we have offered within 10 working days after you accept the resolution.

Once you have agreed with our proposed resolution and the outcome is implemented your complaint will be regarded as resolved and the case will be 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.

5.5. Notification of resolution of 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.

5.6. Complaints monitoring

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

6. Contact information

By Phone:

1300 854 607 - (standard call charges apply)

122 - Free from your Lycamobile

(Hours of Operation : 8am to midnight Weekdays & 10am to midnight Weekends – Sydney timings including public holidays, 365 days a year)

By Email: cs@lycamobile.com.au

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

By fax at +61 (0) 2 94399328

By Post

Suite 52/2 O'Connell Street, Parramatta, NSW 2150

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.

7. 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 TIO will investigate your complaint.

The TIO's website can be found at: <http://www.tio.com.au>

Please be assured that Lycamobile will not cancel your service if you pursue external dispute resolution measures.

8. Frivolous complaints

If, after reasonable investigation, we consider that a complaint is frivolous or vexatious, we will notify the complainant in writing of our decision and our reasons. 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.

