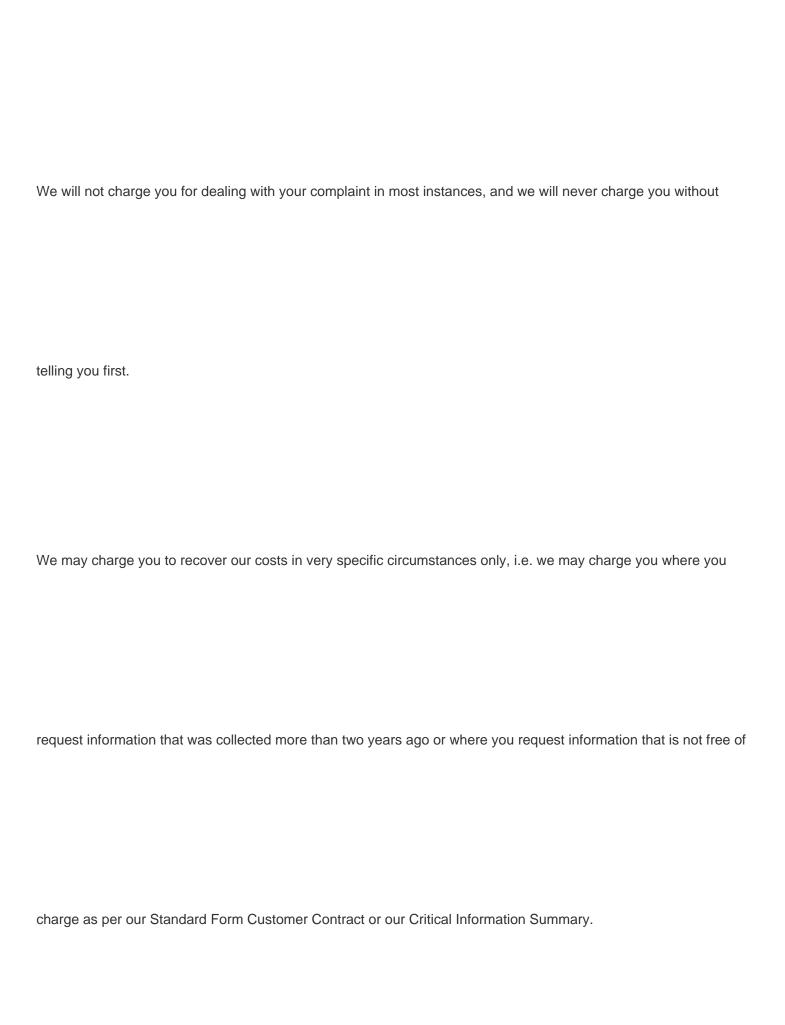
Complaint Handling

You have a right to complain, and if you do we will deal with your complaint in a fair, efficient, objective manr	ner and
hrough a transparent process.	
We strive to solve any problems you may have during your first contact with us.	

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections	
Code C628:2012 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Office	2 "
Code Co26.2012 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Office	71.



If cost recovery charges apply, we will tell you before charging you (and you may of course choose	not to pay and
discontinue your complaint) and we will inform you about your options for external dispute resolutio	n, e.g. the
Telecommunications Industry Ombudsman (TIO).	

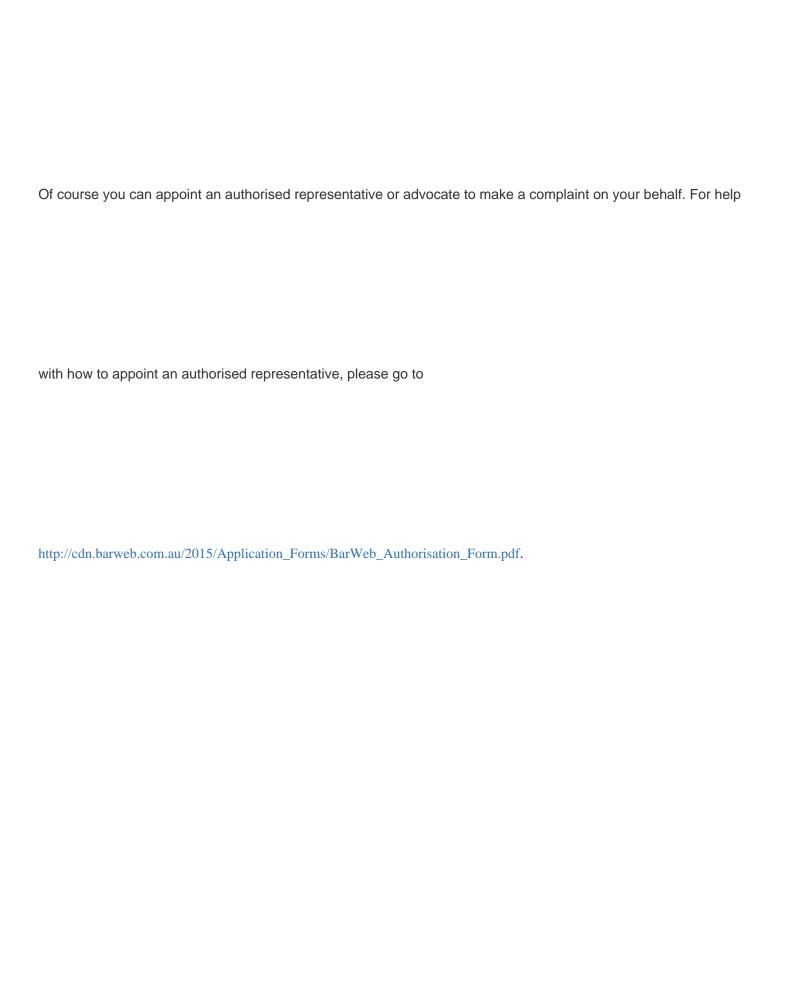
If you wish to complain, please contact us:

Phone	(07) 3292 0222
Email	complaints@barweb.com.au

Our hours of operation are from 8:30am-5:00pm (Monday-Friday).

If you are calling us from a landline, your call is BILLED AT A LOCAL RATE.

Note that calling us from a mobile may be more expensive.
We will help you formulating, lodging and progressing your complaint if you request this.



We will acknowledge your complaint immediately if you complained or talked to us over the phone, and within 2
working days if you have lodged your complaint through any other channel including where you left a message on
our answering machine (e.g. outside our office hours).
When we acknowledge your complaint we will give you a unique reference number or similar to enable you to easily
follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can

follow up on your complaint by calling (07) 3392 0219.

Our goal is to always fix your problem during your first contact with us.
Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to fix your
problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15
working days of receiving your complaint. We will advise you in writing if you request this.
Occasionally it may take longer than 15 working days to investigate your problem and in this case we will explain

why and give you a new expected timeframe.
If the delay is more than 10 working days (and is not the result of a Mass Service Disruption) we will also inform you
about your options for external dispute resolution such as the TIO.
Once we agreed on how to fix your problem, we will implement all actions required to fix the issue within 10 working
days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot

proceed because of this.

We will not collect or attempt to collect an amount from you where the specified amount is subject of an unresc	olved
complaint that has been with us.	
On resolution of the dispute. we will discuss with you when collection will recommence as per the terms of the	
complaint resolution.	

We will advise of any collection of outstanding amounts on bills that are not in dispute on the same account.
We will not inadvertently (or deliberately) sell or assign a debt of a disputed amount (that includes a disputed
amount) to a debt collection agency, and will ensure disputed amounts are not part of or reason for a listing with a
credit reporting agency.

Your complaint will be treated as urgent
 if you have applied for being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing, or if your service has been disconnected or is about to be disconnected and due process has not been followed, or if you are receiving Priority Assistance (e.g. because of a severe medical condition) for the service you are complaining about.
In this case we will agree with you on how to address the issue and implement all required actions to fix the issue
within 2 working days. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is
a longer delay also inform you about your options for external dispute resolution such as the TIO.

If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or if you t	ell us
your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissa	itisfied,
we will inform you about your options for external dispute resolution such as the TIO.	
We will never cancel your service only because you have contacted an external dispute resolution scheme	

We encourage you to always contact us first if you experien	nce any problem or are unhappy. We will do our best to
solve your problem during our first contact.	
You can contact the TIO as follows:	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint
The services of the TIO are free of charge.	
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