

Complaint Handling Policy

This document outlines the process by which Vision Network Pty Limited (ACN 087 533 328) (**Vision Network, We, Us, Our**) handles complaints received from Our wholesale customers (**You**).

What is a complaint?

This is an expression of dissatisfaction made by You to Us in relation to Our products or services, this complaints handling policy, or Our compliance with Our statutory and/or regulatory obligations. If You require technical support or wish to report a service issue, please contact Your account manager in the first instance.

Complaints about Retail Service Providers

Vision Network is a Wholesale provider of Superfast Broadband Access Services. Vision Network's services are provided via retail service providers. Vision Network does not supply services directly to consumers. If you have a complain about your retail service provider, please make contact with your retail service provider, or refer to their complaints handling policy.

If you are not satisfied with your retail service provider's handling of your complaint, you may contact The Telecommunications Industry Ombudsman on at www.tio.com.au or by phone at 1800 062 058.

Vision Network is not a member of the TIO.

How can You make a complaint?

You may make a complaint to Vision Network using the following methods:

- Email: complaints@visionnetwork.com.au; or
- Speaking with Your account manager including via email or phone.

Our operating hours are Monday to Friday 9:00am to 5:00pm (AEST), excluding public holidays.

When making a complaint, please provide as much detail as possible including the full name of Your company, contact number, the product or service Your complaint relates to, and any supporting documentation and correspondence. Let us know if You need assistance with understanding this policy or making a complaint.

How will Vision Network handle a complaint?

In dealing with Your complaint, We will treat You with fairness and courtesy. We will use our best efforts to resolve Your complaint in accordance with this policy.

When We receive Your complaint, We will acknowledge receipt of this and provide you with a reference number.

We aim to investigate and propose a solution for all complaints within 15 business days. If We reasonably believe that We will not be able to propose a solution within this timeframe, We will contact You directly and advise a new timeframe. Should We be unable to contact You, We will write to You advising that You have 10 business days to respond before We close the complaint.

We will keep You updated with the status of Your complaint, and You may contact Us by email with Your complaint reference number to request a status update. Where relevant, We will let You know of reasons for any delay as soon as practical and a specific timeframe for resolution.

What happens when a complaint is resolved?

We will advise You verbally or in writing of the outcome of Your complaint. If You prefer a specific method of contact, please advise Us when making Your complaint.

We are unable to implement any proposed resolution until You have accepted it. We aim to implement a resolution You have accepted within 15 business days unless You have agreed another timeframe with Us, or where resolution requires some action from You and You have not yet completed that action.

We will not close Your complaint without Your consent, except where Your complaint has already been appropriate escalated within Vision Network and where:

- You've told Us that You're not happy with the progress or resolution of Your complaint and in response We have advised you of your options for external dispute resolution; or
- We have not been able to contact You for more than 10 business days after an attempt to contact You in writing; or
- After Our careful consideration, We have advised You that We reasonably believe that Your behaviour or complaint is frivolous or vexatious (and the reasons why) and explained Your options for external dispute resolution. Within 5 working days of reaching this view, if requested by You, We will confirm these matters in writing.

We will never cancel Your Vision Network service(s) for the sole reason that We have been unable to resolve Your complaint to Your satisfaction and You have elected to seek assistance via an external dispute resolution avenue.

What happens if You're unhappy with the outcome of Your complaint?

It is Our aim that the majority of complaints can be successfully handled under this Complaint Handling Policy 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 Vision Network, You may seek complaint mediation or further assistance from the fair trading department in Your state or territory.

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