



Jazmin Communications Pty Ltd
Suite 7, 999 Lower North East Road, Highbury South Australia 5089
Phone: 1300 529 646 Email: info@jazmin.net.au
Fax: (08) 8395 9624 Web: www.jazmin.net.au

Complaint Resolution Procedure

Jazmin Communications is committed to delivering services that are of high quality and reliability. If our service does not meet your expectations, we need to know. If you have a concern, please feel free to contact us so we can solve your problem.

Our *Complaint Resolution Procedure* describes how you can make a complaint and who to contact to fix your problem.

Besides sending us a complaint, you can also use this document to forward comments and suggestions on how we can improve your service. We are also open to innovative ideas to develop new services that could add value to your business.

1. Jazmin Communication's Service Standards

When communicating with you, our staff will:

- be courteous and fair
- respond to your needs to help you
- deliver prompt advice that is easy to understand, correct and complete
- demonstrate professional due diligence and competence when giving advice on our services
- resolve problems quickly where we are responsible
- use your suggestions to develop better services and work procedures

2. How do I make a complaint?

Your first contact

If you have a problem, first contact our Customer Service Team.

Some problems might require investigation. If this is needed, we will work out what to do with you. You can contact the Customer Service Team by:

Telephone

Phone: 1300 529 646

Email

General complaints:	info@jazmin.net.au
Account related problems:	accounts@jazmin.net.au
Technical problems:	support@jazmin.net.au

Post

Customer Service
Jazmin Communications Pty Ltd
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Fax

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Getting a representative to deal with Jazmin

You may want someone else to deal with us on your behalf. This could be a member of your family member, a friend, carer or advocate.

To do so, advise our Customer Service Team as to who your representative will be. We will record the details of your 'authorised representative' on your account.

Customers with hearing or speech impairments

If you are hearing or speech-impaired and use a text phone (TTY) or a computer with a modem, you can contact us by using the National Relay Service (NRS) with no extra charge. Contact the NRS using a modem or TTY by dialling 133 677 and quote Jazmin Communication's telephone number – 1300 529 646 (1300 JAZMIN).

Customers with English language difficulties

Customers having trouble with their English can communicate with us through an interpreter service. Contact our Customer Service Team to engage an interpreter.

What if I am still not satisfied?

Sometimes a problem requires extensive investigation. If we have not fixed your problem and resolved your complaint, ask our Customer Service Team to escalate your complaint to a higher authority to receive more specialised expertise.

3. The Telecommunications Industry Ombudsman

If after Jazmin assesses your complaint, it is still not resolved and you are not satisfied, it is your right to get advice from the Telecommunications Industry Ombudsman (TIO).

The TIO is an alternative dispute resolution service available to consumers who have a complaint about their telephone or internet service. Accessing the TIO is free.

Although you can also send a complaint to the TIO at any time, normally accessing the TIO is a last resort after other strategies of solving problems have failed.

You can find the TIO's website at: <http://www.tio.com.au/>

TIO Contact information

Telephone: 1800 062 058

Fax: 1800 630 614

TTY: 1800 675 692

Translator & Interpreter Service: 131 450

Email: tio@tio.com.au

Postal address

Telecommunications Industry Ombudsman

PO Box 276

Collins Street West VIC 8007



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4. Other contacts

ACMA

The Australian Communications and Media Authority (ACMA) is a federal government agency that polices television and radio broadcasting, telecommunications and online content.

If you have a complaint related to telecommunications policy or if the TIO does not have the power to solve your problem, you can approach the ACMA by calling 1800 062 058. ACMA contact details are also available on its website: <http://www.acma.gov.au/>

The Department of Broadband, Communications and the Digital Economy

If after contacting the ACMA and should you still have a problem, you can contact the Department of Broadband, Communications and the Digital Economy that governs telecommunications in Australia. Its website is: <http://www.dbcde.gov.au/>

5. Complaint Resolution Timeframes

Jazmin Communications will try to solve your complaint immediately once we receive your communication. We try to respond to emails within an hour and letters within five workdays. We hope to fix all complaints within five workdays.

Complicated problems may need more time to resolve. For these problems, we will advise:

- what we have to do
- how long it will take
- a reference number you can quote to check the progress of your complaint

Jazmin Communications will send a full response to you within 30 calendar days.

6. Customer Service Guarantee

The Customer Service Guarantee (CSG) is a service delivery standard created by the Australian Communications and Media Authority (ACMA). Telecommunications companies including Jazmin Communications have to comply with this guarantee.

The CSG mandates that financial compensation be paid to customers who incur costs and damage due to delays in service connections and fault repairs.

For more information, visit the ACMA's CSG Overview web page:
http://www.acma.gov.au/WEB/STANDARD/1001/pc=PC_2017



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7. Privacy Policy

Jazmin Communications is committed to protect and secure customer information.

We are subject to the Commonwealth of Australia's Telecommunications Act 1997, the Privacy Act 1988 as well as the Telecommunication Industry Ombudsman Scheme. These govern our Privacy Policy that ensures customer details are kept private and protected.

Privacy Complaints

If you feel we may have breached your Privacy or our Privacy Policy you may contact us in writing (email, fax or letter) to:

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