

# Hyperwave Complaints Handling Policy

## Who we are and why that matters

At Hyperwave we pride ourselves on going above and beyond for our customers. We strive to offer a completely different experience to the major telco's. If you're not happy, please tell us!

## What is a Complaint?

A complaint is considered by us to be an unhappiness or dissatisfaction that you have towards us, in relation to our products, services, interactions, dealings, or this process itself.

General support calls are generally not considered complaints; although if the outcome of the support call does not live up to your expectations of us, a complaint may be the next step for you. If in doubt, our staff will check with you.

## Who can make a Complaint?

Complaints relating to specific services with us need to be made by the Account Holder, or their nominated Authorised Representative. Otherwise, anyone may call us and lodge a complaint.

If a customer with disabilities requires assistance to formulate, lodge and progress a complaint, we commit to assist.

## How to make a Complaint

In the first instance, we recommend making contact with us by phone to lodge your complaint.

To lodge or check the progress of your complaint, you may :

- Call us on 1800-497-379 (toll free) or (03) 9081-2888
- Email [customercare@hyperwave.com.au](mailto:customercare@hyperwave.com.au)
- Submit a web form on our website [www.hyperwave.com.au](http://www.hyperwave.com.au)
- Post a letter to : PO Box 354, Rosanna, Victoria, 3084

If you already have a ticket number assigned, please remember to include this on any follow up.

## Acknowledgement of the Complaint

A ticket number will be issued to your complaint for tracking purposes.

If you lodged your complaint by phone, we will acknowledge your complaint immediately and issue you a ticket ID. Any other method of lodgement will see a ticket raised within 2 working days of receipt of the complaint and a copy of the ticket number sent via the preferred method of contact.

## Resolution of the Complaint

We aim to resolve all complaints promptly, putting ourselves in the shoes of the person lodging the complaint. We will be fair, objective, reasonable and minimise time so far as possible.

When you contact Hyperwave to lodge a complaint, our customer service staff will attempt to resolve your issue or service difficulty at that time. If they are unable to resolve your issue at that time, they may escalate your issue or service difficulty to an appropriate department or team leader to resolve the matter.

Complaints can differ in nature and complexity and some complaints will require more time than others. We aim to have all complaints resolved within 15 working days of the day the complaint was initially received (2 working days for Urgent Complaints). Where we are unable to meet these timeframes, we will contact you and explain the reasons for the delay and provide you with a new time frame for resolving your complaint.

The outcome of your complaint will be communicated to you via your preferred method of contact. We will not implement any resolution of your complaint unless the proposed resolution is accepted by you. It is important to note that raising a complaint will not expedite or fast-track any faults or service difficulties you may be experiencing.

## Urgent Complaints

Urgent complaints relate to the following categories:

- You have applied for or have been accepted as being in Financial Hardship under our Financial Hardship Policy and where the nature of the complaint can reasonably be presumed to directly contribute to or aggravate your Financial Hardship. See our Financial Hardship Policy for further information.
- If your service is about to be disconnected (or has been disconnected) and this has happened in error.

Please note that Hyperwave does not offer a Priority Assistance Scheme.

## Further Options

If you are unhappy with the outcome of your complaint, there are options available.

You may request escalation of your complaint for review by a manager.

Although we aim to resolve every complaint that is raised with us reasonably and fairly, we do realise that sometimes-proposed resolutions will not be mutually agreeable. After Hyperwave has proposed multiple resolutions to a complaint, that you deem to be unacceptable, you may reject the resolutions offered and request to close the complaint as dissatisfied.

At Hyperwave we consider that most issues can be resolved by our internal processes and request that you provide us a reasonable opportunity to address your complaint. If you are still not satisfied with our response after escalating your complaint within Hyperwave, you may consider external dispute resolution options. This may include seeking dispute mediation or assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

## Required Complaint Information

When submitting a complaint, we require the following minimum information to process and action the complaint as quickly and as efficiently as possible:

- Full Name
- Date of Birth (where complaint relates to a specific account)
- Hyperwave Username / Account Name (where complaint relates to a specific account)
- Account Holder's Full Name (where complaint is made by an Authorised Representative)
- Preferred contact method
- Preferred contact time (during normal business hours)
- Area of Issue (e.g. Service/Connection Fault, Billing, Relocation of Service, Other)
- Complaint relating to (Hyperwave Fixed Wireless Service, Billing Charges or Dispute, Complaint Handling Policy/Procedure, Hyperwave Policies/Procedures, Hyperwave Staff, Other)
- Details of complaint
- Your preferred resolution/outcome

## Translating and Interpreting Services

If English is not your first language, the Department of Home Affairs provide a translating and interpreting service. They can be contacted on 131-450 or <https://tisnational.gov.au>

## Contact Details

To contact us please use any of the contact details on our website ([www.hyperwave.com.au](http://www.hyperwave.com.au)) or contact us on 1800-497-379 (free call).

## Policy Amendments and Changes

This policy may be updated from time-to-time by placing a new version on our website. You should check this page occasionally to stay up to date with any changes.

We may also notify our customers of changes to this policy by email.