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Complaints Handling Policy

Southern Cross Broadband's Core Values

Southern Cross Broadband takes great pride in its standing as one of Australia's premier and customer-centric internet service providers. Nevertheless, we recognize that situations may not always unfold as intended. Whether it's a billing dispute or a staff interaction that didn't meet your expectations, we want to hear from you.

Your right to voice your concerns is respected, and your feedback plays an integral role in our ongoing efforts to enhance our services for you and all our valued customers.

Defining a Complaint

At Southern Cross Broadband, we classify a complaint as any expression of dissatisfaction directed at us regarding our products, services, or our complaint-handling procedures, where you implicitly or explicitly anticipate a response or resolution.

We typically do not consider an initial contact made to request a service, seek information, or request support as a complaint. Similarly, an initial contact to report a fault or service issue is not typically categorized as a complaint. However, if a customer explicitly requests that an initial contact be treated as a complaint, we will duly acknowledge it as such. In cases where we're uncertain, we will inquire if you wish to file a complaint, relying on your response.

Who Can Lodge a Complaint?

Complaints may be lodged by anyone. However, if a complaint pertains to a specific account, only the Account Holder or their Authorized Representative can initiate it. We are also committed to assisting individuals who require support in formulating, submitting, and advancing any complaints with us, including customers with disabilities.

How to Lodge a Complaint

You can file a complaint or check the status of an existing one through various means:

- Telephone: 1300 00 7922
- Email: complaints@home.southerncrossbroadband.com
- Post: PO Box 2093, Geraldton WA 6530

We recommend contacting us via telephone for the fastest response.

When submitting a complaint, we require the following minimum information to expedite the processing and resolution:

- Full name
- Date of birth (if the complaint relates to a specific account)
- Southern Cross Broadband username (if the complaint relates to a specific account)
- Account holder's full name (if the complaint is made by an Authorized Representative)
- Preferred contact method
- Preferred contact time (during regular business hours)
- Area of issue (e.g., service/connection fault, billing, service relocation, other)

- Complaint relating to (Southern Cross Broadband Fixed Wireless Service, NBN service, billing charges or disputes, complaint handling policy/procedure, Southern Cross Broadband policies/procedures, Southern Cross Broadband staff, other)
- Details of your complaint • Desired resolution/outcome

Acknowledgment of Complaint

For complaints lodged via phone, our customer service agent handling the case will provide immediate acknowledgment and issue a unique Southern Cross Broadband complaint reference number for tracking. Complaints submitted online, via email, post, or voicemail, without direct staff contact, will be acknowledged within 2 working days, along with a Southern Cross Broadband complaints reference number delivered through the preferred contact method. Please reference this number when checking your complaint's progress.

Initial Assessment of the Complaint

Southern Cross Broadband endeavors to address all complaints in a fair, efficient, and objective manner. When you file a complaint, one of our customer service agents will conduct an initial assessment of the issue or service difficulty and aim to resolve the complaint in the first contact. If a resolution cannot be reached during the initial contact, they will assess the complaint to determine if it qualifies as "urgent."

A complaint is considered urgent if it falls into one of the following categories:

- You have applied for or been recognized as experiencing Financial Hardship, where the complaint is likely to significantly impact or worsen your Financial Hardship. Further details are available in our Financial Hardship Policy.
 - Your service is on the brink of disconnection (or has already been disconnected) due to an error.
- Urgent complaints are automatically escalated to the next management level for prompt attention.

Resolution

After conducting our investigation, we will make multiple attempts to reach you or your representative through your chosen contact method to discuss our proposed resolution. If we successfully contact you or your representative, we will propose a resolution.

If you accept our proposed resolution, we will aim to complete all necessary steps to implement it within 15 working days of receiving the complaint, or within 2 working days for Urgent Complaints. Should we anticipate any delays beyond these timeframes, we will promptly communicate the reasons and provide a new timeframe for resolution, as well as information on external dispute resolution options (including the Telecommunications Industry Ombudsman or TIO) if the issue isn't related to a reported widespread service outage.

In cases where we are unable to contact you or your representative, we will invite you to reach out to us within a specified timeframe, which will not be less than 10 working days from the date of our correspondence. If we receive no response within this timeframe, the complaint will be closed.

Closure of a Complaint

We may close a complaint for the following reasons:

1. You accept the proposed solution.
 2. You do not respond to our attempts to contact you or your representative within 10 working days from the date of the complaint receipt. However, if you contact us within six months after the complaint's closure (in cases where we were unable to reach you), we will reopen the complaint and continue the investigation.
 3. We determine that we are unable to resolve your complaint. In such instances, we will inform you and the Telecommunications Industry Ombudsman (TIO) in writing within 5 working days of reaching this decision.
 4. You reject our proposed resolution(s) and request the complaint be closed as 'dissatisfied.'
- In cases where we are unable to resolve the complaint or you opt for external dispute mediation or assistance, we will not cancel your service(s) without your authorization.

Additional Options

If you are dissatisfied with the response times regarding the handling and management of your complaint or the outcome, you have further recourse. You may request an escalation of your complaint for review by the next management level.

While we believe that most issues can be resolved through our internal processes, we ask for a reasonable opportunity to address your complaint. If you remain unsatisfied with our response after escalating your complaint within Southern Cross Broadband, you may explore external dispute resolution avenues. This may involve seeking dispute mediation or assistance from the TIO (telephone 1800 062 058).

Translation and Interpreting Services

If English is not your primary language, the Department of Immigration and Multicultural Affairs offers translation and interpreting services. You can reach them at 123 14 50.

Contact Information

To contact Southern Cross Broadband, please use the contact details provided on our website or call us at 1300 00 7922.

Policy Amendments

We may periodically update this policy by posting a new version on our website. It is advisable to check this page occasionally to stay informed about any changes. We may also notify our customers of policy changes via email.