

Everyday Mobile from Woolworths is committed to ensuring that you receive the highest standard in customer service. Whether you're paying a compliment, providing feedback or making a complaint, your input is valuable to us

## Providing feedback

Your feedback helps us maintain a high standard of customer service and provide products and services that meet your needs. If you have suggestions about how we can improve our products or services, please let us know.

## Paying a compliment

If you've received exceptional service from a member of the Everyday Mobile from Woolworths team, we'd love to hear about it.

## Making a complaint

If you have concerns about Everyday Mobile from Woolworths or its related services or have encountered a problem, please let us know. We deal with all matters seriously and in total confidence. The sooner we know, the sooner we can sort it out. Receiving any constructive complaints allows us to improve upon our services that we offer to you and our customers. We're here to listen and resolve any issues as soon as they arise.

## Who can make a complaint

Anyone has the right to make a complaint, whether you are a current customer, have previously had a service with us or you are an Authorised Representative.

## We're here to Help

Contact us If want to provide feedback or you're dissatisfied with our service, contact Everyday Mobile from Woolworths Customer Care via the following:

<b>Live chat</b>	<a href="https://mobile.everyday.com.au/support/chat">https://mobile.everyday.com.au/support/chat</a>
<b>Online</b>	Login via <a href="#">My Account</a> to submit your complaint
<b>Phone</b>	<b>1665</b> from <b>your Everyday Mobile from Woolworths</b> or <b>1300 10 1234</b> from any phone
<b>Post</b>	Everyday Mobile from Woolworths Level 1, 306 Coward St, Mascot NSW 2020
<b>Non-English speaking enquiries</b>	Call through the Translating and Interpreting Service on <b>131 450</b>

<b>Hearing or speech impairment</b>	Call through the National Relay Service. For information, please visit <a href="http://relayservice.gov.au/support/training/nrs-callnumbers">http://relayservice.gov.au/support/training/nrs-callnumbers</a>
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## What we will do

When you contact Everyday Mobile from Woolworths Customer Care, we will aim to resolve your issue or enquiry during that first call as our consultants have the training and authority to deal with most issues and enquiries. Once you have accepted the proposed resolution, we will work to implement it as quickly as possible.

If we need to investigate the matter further, in most cases resolution will be within 15 business days. If you write to us, we will acknowledge your complaint by phone or in writing.

## If your matter is urgent

If you feel your complaint is urgent, please tell us as soon as possible via telephone. We will refer your case for investigation by an appropriate senior manager and provide a response to your complaint within two business days.

Urgent complaints differ from regular complaints in that they are referred to an appropriate level of senior management significantly earlier and are treated with higher priority than normal complaints.

We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes. We consider a complaint urgent when it concerns any of the following:

- You have asked to be assessed or have been approved for financial hardship assistance and you believe your issue directly contributes to or worsens that hardship.
- Your issue is about a disconnection that's about to happen, or a disconnection that has happened in error.
- Your issue is about a service or situation that is dangerous to you or others

## Progress updates

You can enquire about its progress at any time. You'll be assigned a reference number when you first call or write to us, which you can quote when enquiring about your issue.

## Escalating complaints within Everyday Mobile from Woolworths

If you aren't satisfied with the resolution or investigation of your complaint, you can ask to be referred to the next level of management, such as a supervisor. We will continue to try and resolve your issue as soon as possible and within timeframes agreed with you which, in most circumstances, will be within 10 business days of you having notified us that you're not satisfied.

If for any reason you're still dissatisfied with the way your complaint has been handled, you can ask to be referred to a more senior person, such as a manager. This person will deal with you personally and discuss the resolutions you've been offered.

## Advising of outcomes

Everyday Mobile from Woolworths Customer Care will advise you by phone of the outcome of your complaint as soon as a resolution is complete. If you would like to be advised in writing of the outcome of your complaint, please let us know. We can advise you in writing via email, facsimile or mail.

## Taking complaints outside Everyday Mobile from Woolworths

We expect that our Everyday Mobile from Woolworths Customer Care team will successfully resolve the issues you raise as we aim to provide the most straightforward, efficient and effective complaint resolution process. However, if you're not satisfied with the way your complaint has been handled and would like an external body to review your complaint, you can contact the following regulatory bodies:

1. The Telecommunications Industry Ombudsman (TIO). The TIO is an office of last resort, which recommends that you first try and resolve the issue with your telecommunications service provider. Although you do not have to exhaust all the complaint resolution options offered by Everyday Mobile from Woolworths, you should try and resolve the issue with us first before taking your complaint to the TIO. The TIO can be contacted on 1800 062 058, fax on 1800 630 614, at <https://www.tio.com.au/contact-us>, by using their inline complaints form at <https://www.tio.com.au/complaints> or by writing to TIO, PO Box 276, Collins Street West, Melbourne, Victoria 8007; and
2. For general telecommunications issues that are not within the TIO's authority, you can also contact the Australian Communications & Media Authority or the Australian Competition and Consumer Commission.

## Review of complaints resolution process

Everyday Mobile from Woolworths is committed to the efficient, fair and courteous resolution of complaints. We keep a record of all complaints to ensure our complaint resolution process is being followed, to identify recurring and systemic problems and most importantly to prevent recurrence. We will continue to implement processes and procedures to ensure that the majority of complaints are resolved at the first point of contact. If you have any feedback on our complaint resolution process, please give us a call.

## Your rights

Nothing in this document limits or detracts from your rights under the Everyday Mobile from Woolworths's Customer Terms, which applies to your use of the Everyday Mobile from Woolworths Service, the Telecommunications Act, the Trade Practices Act, state fair trading legislation or any other laws.