

Network Outage Complaints Handling Process

We understand how important it is to keep your service connected and how frustrating it can be when your service isn't working properly. If you've experienced a network outage and are not satisfied with the way it's been handled or the time it took to be resolved, we want to hear from you. Your feedback, good or bad, helps us improve and do better for you and all our customers. You have every right to make a complaint and it's completely free. We will take your concerns seriously and won't treat you any differently for raising feedback.

What is a network outage complaint?

A network outage complaint is an outage report (such as calls, texts or data not working) where you have been notified or have received information that a major outage or significant local outage is occurring and is affecting or likely to affect your service, unless the sole or predominant cause of the outage is a natural disaster. For further information, see: <https://www.koganmobile.com.au/legal/complaints/>

We don't treat the first time you contact us to request information or support or report a fault or service difficulty as a complaint, unless a network outage is occurring and you are affected or likely to be affected.

When you contact us about issues with your service, we will determine whether this is a network outage or not. If it is, we will acknowledge and treat your complaint as such on first contact and will inform you about various matters, including your unique reference number, what the outcome of our default resolution will be and where on our website, you can find a summary of relevant communications, known information about the network outage and our bulk resolution offer (if any).

How can I make a service outage report or network outage complaint?

You can contact us using the following contact methods to make a service outage report or inquire about a network outage:

Give us a call	Call our Customer Care Team on 1300 010 400 (available 8am - 8pm, 7 days a week)
Mail	Our mailing address is Kogan Internet Customer Care, PO Box 2580, Kingston Delivery Centre, Kingston, TAS, 7050. Please let us know the reason for your complaint, the account number, and how we can contact you.
Email	customer.care@koganinternet.com.au

Getting help making a network outage complaint

All our staff are trained and will help you to formulate, make and progress a complaint. This includes customers with accessibility requirements, disabilities and consumers from non-English speaking backgrounds.

If you require support or help to make or handle your complaint, you can nominate an authorised representative to contact us on your behalf (make sure you give us permission to speak with them about your complaint) and/or appoint an advocate (someone authorised to deal with us on your behalf, subject to you being present).

If you have a hearing or speech impairment, you can contact us by using the [National Relay Service](#). If you're from a non-English speaking background, you can contact us via a language interpreter service or nominate someone to deal with us on your behalf. Please note you may incur fees from any third-party services you engage to assist you. For further information on support services, view our [Accessibility needs and translation services page](#).

What is the default resolution for a network outage complaint?

Our default resolution is to restore your services as quickly as we reasonably can and take all necessary action to do this when there's a network outage. The outcome of our default resolution is to restore access to the services that were affected – like your calls, texts or mobile data. If your issue is urgent, for example, your safety may be affected or there's a serious health risk, please let us know and we'll make every effort to keep you connected. This may include offering temporary or alternative solutions, if available.

When there is a significant local or major network outage, we'll keep you informed and provide regular updates until your service is restored. You can expect regular updates:

- At least one update every 6 hours during the first 24 hours of the outage.
- At least one update every 24 hours after that, until services are back to normal.
- If there's been a material change that relates to the outage, as soon as practicable after we become aware of the change.

The service updates will include details of the material change if there's been any or just letting you know that there's been no material change.

We'll provide these updates using the same methods we used to notify you about the outage such as SMS and/or email, website updates and relevant social media platforms.

Once all impacted services are restored, we'll notify you as soon as possible. The notifications will include:

- How to get help if you are still experiencing issues

- Any bulk offers available due to the outage (if applicable)

Click here for more information about our Major and Significant Local Outage Communications Policy and the timing and method of our communications to you. (To be linked)

What can I expect when I make a network outage complaint?

When you get in touch with us, we will assess whether your complaint is a network outage complaint or not. We may request information from you to help us make this assessment, including details of your service and issues you are experiencing. If we determine your complaint is a network outage complaint, we will acknowledge and treat your complaint as such. Regardless of how we categorise your complaint, we will give you a reference number. Keep this number, in case you need to speak with us again or want to monitor the progress of your network outage complaint. You can do this by contacting us using the contact methods above, track the resolution via our notifications or via our website or social media (as applicable).

We will implement the default resolution as soon as reasonably practicable and will take all necessary actions within our capacity to do so. If you indicate to us that our attempt to implement the default resolution has been unsuccessful, please contact us using the above contact methods and we will assist you, accordingly, including understanding the issues with your service and troubleshooting (if required).

If, at any stage of the process, you're not happy with the progress or handling of your complaint, you can request for it to be escalated to a supervisor.

If you're not satisfied with our default resolution, you can reach out to us seeking a tailored resolution. The steps on how you can do this are included in our written notification to you. You may also make a complaint to us here: [\[link\]](#).

Throughout the process, your personal information is managed in accordance with TPG Telecom's Privacy Policy.

What do I need to do after making a network outage complaint?

To help us resolve your complaint quickly and effectively, we may need your assistance in understanding your specific concerns and issues. In those cases, we'll let you know. We may also need access to your account, so make sure that you – or your authorised representative – know the details of your services and have your complaint reference number handy.

We'll always try to contact you to discuss your complaint and resolve it as quickly as possible.

When will my complaint be resolved?

Your complaint about network outage is resolved when:

- (a) Services affected by the network outage have been restored; and
- (b) You've received a notification confirming services have been restored; and
- (c) We've notified you in writing about matters, including how to contact us if you're not satisfied with our default resolution, require further support if your service still isn't working as well as details of any bulk resolution offers and how long you have to accept them. We will send this notification as soon as practicable after we've let you know that the services have been restored.

For standard network outage complaints, we will not close your complaint less than 3 business days of sending you the written notification at (c) above, unless you indicate to us that the default resolution was successful.

For urgent network outage complaints:

- we'll check in within 2 days after sending you the written notification at (c) above to ensure that your service is restored.
- if you let us know that the default resolution was unsuccessful, we will take steps to restore your affected service no later than 2 business days after receiving your response; and
- we will not close any urgent network complaint until the service has been restored for you.

If you are unhappy with a default resolution offered, you can make a complaint under our **Complaint Handling Process**.

What if my complaint is still unresolved?

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

[The Telecommunications Industry Ombudsman can be contacted by:](#)

Phone	<u>1800 062 058</u>
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Online	'Online complaint form' or via webpage
Email	tio@tio.com.au
Post	PO Box 276, Collins Street West, VIC 8007
Fax	1800 630 614