Complaints Handling Policy

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

We want to resolve complaints fairly, quickly and free of charge. This policy explains how to complain, how we handle your complaint, and where to go if you are not satisfied. It follows the Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

1. What is a complaint?

A complaint is any expression of dissatisfaction with our products, services, staff or complaint handling where you expect a response or resolution. You do not have to use the word "complaint". If we are unsure whether you want to make a complaint, we will ask you.

2. How to make a complaint

- **Phone:** 07 3881 9606, Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays). Ask to make a complaint and you will speak with a staff member.
- **Email:** support@beyondbroadband.com.au
- **Online:** our complaint form at beyondbroadband.com.au/complaints
- **Post:** Complaints, Beyond Broadband, Level 1, 377 Montague Road, West End QLD 4101

Making a complaint is free. Tell us your name, how you would like us to contact you, your account or service details, what happened and the outcome you want. You can ask someone, such as a family member or advocate, to complain on your behalf. If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service: accesshub.gov.au. For help in another language, call TIS National on 13 14 50 and ask them to call us.

3. Acknowledgement

We acknowledge complaints made by phone straight away, and complaints made by email, online or post within 2 working days. We give you a unique complaint reference number and explain how to check on progress.

4. How we resolve your complaint

We try to resolve complaints when you first contact us. If we can't, we investigate and keep you informed. We will:

- tell you our proposed resolution within **10 working days** of receiving your complaint;
- resolve complaints about billing errors by the end of the next billing period or within 30 calendar days, whichever comes first;
- complete the agreed actions within **5 working days** of you accepting our proposed resolution, unless you agree otherwise or we are waiting on something from you;
- confirm in writing that your complaint is resolved within 5 working days of completing our investigation, and give you written confirmation of our proposed resolution within 5 working days if you ask.

5. Urgent complaints

A complaint is urgent if it is about:

- a disconnection that is about to happen, or that happened without the correct process;
- a priority assistance service;
- a matter that may contribute to or worsen financial hardship, where you have applied for or have a payment assistance arrangement; or
- a threat to your safety or your children's safety that you tell us about, including because of domestic, family or sexual violence.

For urgent complaints we propose a resolution and, if you accept it, carry it out within **2 working days**. If you are in immediate danger, call 000.

6. Delays

If we can't meet a timeframe, we will tell you as soon as possible, explain why and give you a new timeframe. If the delay is expected to be more than 10 working days beyond the original timeframe, we will also give you information about the Telecommunications Industry Ombudsman (TIO). If your complaint is not resolved within 30 calendar days, we will give you TIO information on the next working day.

7. Escalation

You can ask us to escalate your complaint if you are unhappy with our response, progress or proposed resolution, or if you think it should be treated as urgent. A senior staff member will review it. Within 24 hours of your request we will explain our escalation and prioritisation processes and your right to contact the TIO, and within 5 working days we will assess your request and tell you how we will handle it. To escalate, contact us using the details above and quote your complaint reference.

8. Closing your complaint

We close a complaint only with your agreement, or where the Standard allows it (for example, if we can't reach you after repeated attempts, in which case we write to you first). We will not cancel your service because you took your complaint to the TIO.

9. Telecommunications Industry Ombudsman

If you are not satisfied with how we have handled your complaint, you can contact the TIO, a free and independent dispute resolution service: phone 1800 062 058 or visit tio.com.au.

10. Network outages

Reports and complaints about network outages are handled under our Network Outages: Complaints and Communications process. You can report an outage using any of the contact methods above.

11. Help, safety and privacy

We give extra help to people who need it to make or progress a complaint, including people with disability, people from non-English-speaking backgrounds, people experiencing financial hardship and people with safety concerns. Tell us the safest way to contact you. We handle your information in line with our Privacy Policy.

12. Records and review

We keep records of every complaint, analyse complaints at least every three months to find and fix recurring problems, and review this policy at least every 12 months. Our most senior responsible executive approves this policy and is responsible for it. This policy is free and available on our website and on request.