

## **Consumer Protection and Complaints Handling**

### **What regulatory protection is provided for me?**

The Telecommunications Act 1997 and the Telecommunications (Consumer Protection and Service Standards) Act 2000 impose requirements upon providers of a standard telephone services (STS). The telecommunications industry is undecided as to whether a VoIP service is an STS. If it is, does it apply to all VoIP services such as a computer based service or only those that use ATA's and VoIP phones. Therefore it's not clear whether you as a VoIP customer have the same rights as if you were using a traditional telephone service.

To be on the safe side Mytel have adopted a policy of compliance in respect to telecommunications legislation generally. In accordance with this legislation, Mytel is a member the Telecommunications Industry Ombudsman's Scheme ([www.tio.com.au](http://www.tio.com.au)) and adheres to the Customer Service Guarantee imposed by the Telecommunications (Customer Service Guarantee) Standard 2000.

### **If I'm not satisfied with the assistance I get from the Mytel customer service team, how can I complain?**

We hope that our customer service team can resolve any issue you wish to raise however should you feel unsatisfied you may submit a customer complaint in writing to our Director of Operations using the contact address details appearing on our website.

### **Are there external options to refer my complaint to if I am unsatisfied?**

Yes, Mytel is a member of the Telecommunications Industry Ombudsman Scheme which provides an external complaints handling procedure for customers who don't feel satisfied after dealing directly with their service provider.