

Complaints Handling Policy

Rubiks IT strives for excellence in customer service. One of the strongest points about Rubiks IT is our well-known reputation as one of the best and customer-friendly CSPs in Australia. However, sometimes things do not go as planned. It may be that you don't agree with your bill, or perhaps the staff member you spoke with did not address your concern correctly. Whatever it may be, we want to hear about it. It is your right to complain, and this feedback helps us to continually better our services for you and other customers. Current or former customers of Rubiks IT are welcome to make a complaint if they feel the need to do so.

NOTE: If you would like to nominate an authorised representative/advocate to make a complaint on your behalf, please authorise them during your call/email.

What is Defined as a Complaint?

A complaint means an expression of dissatisfaction made to us in relation to our services or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you. Contacting Rubiks IT to request support or to report a service difficulty is not necessarily a complaint. Technical and support issues are common and occur for many reasons. If you are simply experiencing a technical issue, we will not consider your contact with us as an official complaint unless you specifically request us to.

First Point of Contact

Rubiks IT Technical Support team is the customer support team within Rubiks IT who assist in resolving issues of a technical nature.

PH: 07 5613 1889

Rubiks IT Accounts team is the customer support and main point of contact within Rubiks IT for questions regarding your account or for further information about our services.

PH: 07 5613 1889

If you are having difficulties with your Accounts or Technical Support representative, they should be able to transfer you to someone else to help resolve your issue.

Lodging a Formal Complaint

If our Accounting or Technical Support teams have been unable to satisfy your issue, you can request for your call to be considered a complaint.

You may also make a complaint directly to our operations manager: **Email:** support@rubiksit.com.au

Minimum Information Required When Submitting a Complaint

- Account holder's full name
- Account username
- Daytime contact phone number
- Details of complaint - Dates, times, staff members spoken to
- Proposed outcome

Resolving the Complaint

All Rubiks IT staff are generally capable of resolving the majority of complaints. Our main goal is to resolve your complaint with a fair resolution upon your first contact with us.

Upon receiving your complaint, you will receive acknowledgment that it has been received within two working days.

If you are unsatisfied with the response, you can request that your complaint be directed to a senior staff member. Generally, all complaints are already handled by a senior staff member.

If your complaint has been lodged over the phone, you may be directed to a senior staff member in the first instance. In the situation that a senior staff member is not available to answer your call, please allow up to six hours for them to return your call. If you have called at the end of the working day, they may try and contact you up until 9 pm AEST or return your call at the start of the next business day.

Outcome of a Complaint

Some complaints are more complex than others and as such may take longer to resolve. We aim to provide a resolution at this level within five working days. We will not implement any resolution until acceptance is received from you.

We will advise you either verbally (via telephone) or in writing (via email or SMS) of the outcome of your complaint. If you prefer a specific method of contact, this may be requested when lodging your complaint.

Urgent Complaints

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

- You have applied for or have been accepted as being in Financial Hardship under Rubiks IT's Financial Hardship policy and where the nature of the complaint can reasonably be presumed to directly contribute to or aggravate your Financial Hardship. See our Financial Hardship Policy for further information.

- If your service is about to be disconnected and/or this has happened in error.

Please note Rubiks IT does not offer the Priority Assistance scheme. If you require a Priority Assistance service, please contact Telstra, who are registered as a priority assistance provider.

Further Options

You will find that all matters can be handled by Rubiks IT's internal processes, and we do require that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this within Rubiks IT, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Contact details of the TIO can be found on their website: <http://www.tio.com.au/about-us/contact-us>).

Translating and Interpreting Services

If English is not your first language, The Department of Immigration and Multicultural Affairs provides a translating and interpreting service. They can be contacted on 123 14 50.

Contact Details

To contact Rubiks IT, please use any of the contact details located on our website www.rubiksit.com.au or contact us on our number 07 5613 1889

Revision of the Complaints Handling Policy

Rubiks IT reserves the right to revise, amend, or modify the Complaints Handling Policy, our Internet Service Agreements, and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted on the Internet at www.rubiksit.com.au.