



Our Community Broadband Pty Ltd  
PO Box 5184  
Maroochydore BC  
Queensland 4558  
AUSTRALIA  
Phone: (07) 5322 5380  
email: [info@ourcommunitybroadband.com.au](mailto:info@ourcommunitybroadband.com.au)

## Complaints Policy

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Our Community Broadband strives for excellence in the provision of all elements of service to our customers. In the rare instance of something going wrong or if you are dissatisfied with any element of our service, we want to hear from you. You are entitled to voice your complaint and we need to hear from you so we can put the situation right and ensure that it doesn't happen again.

Technical problems with the network are not generally considered complaints – as they do happen from time to time and we have a procedure in place to resolve them as soon as possible.

### Complaints procedure

Please contact us by phone, email or post and outline the following details.

1. Customer name
2. Daytime contact phone number
3. Full details of complaint (dates, time, issue)
4. What resolution you are looking for

Phone: (07) 5322 5380  
Email: [customercare@ourcommunitybroadband.com.au](mailto:customercare@ourcommunitybroadband.com.au)  
Post: PO Box 5184, Maroochydore BC, Queensland 4558

### Complaints Resolution

All Our Community Broadband staff are trained to resolve a wide range of issues, and we will endeavour to resolve your complaint upon your first contact with us, usually within 1 business day. For more complex complaints we will communicate with you either verbally or in writing the timing of the resolution process.

If you are not satisfied with our handling of your complaint, you may seek assistance from the Telecommunications Industry Ombudsman at <http://www.tio.com.au/about-us/contact-us>

### Revisions to the Complaints Handling Policy

Our Community Broadband Pty Ltd reserves the right to revise, amend, or modify the Complaints Handling Policy, our Broadband 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.ourcommunitybroadband.com.au](http://www.ourcommunitybroadband.com.au). This policy is current as of 1 May 2015.