

# Phone Snoopa Complaints Handling Policy



## Introduction

Phone Snoopa will provide an excellent level of customer service, including the handling of any customer complaints. This document describes our policy in handling complaints about our services.

## How Phone Snoopa Handles Complaints

The primary contact for registering any complaint about Phone Snoopa is our Customer Support area. This applies regardless of whether it is about service difficulties, billing matters, Phone Snoopa dealers or representatives or any information regarding Phone Snoopa services and products.

If you have any such issue:

### Contact Phone Snoopa Customer Support:

Phone:           **1300 766 260**  
Fax:               **1300 766 360**  
Email:            **support@phonesnoopa.com**

If you require it, the person answering your complaint will provide you with a first name so that you know who you are dealing with. This person will try to resolve your issue on the first phone call but may have to get back to you with further information. Any agreement reached (documented by email or other correspondence from Phone Snoopa) between you and the customer support area will be backed by Phone Snoopa management.

## Senior Management Review

If you are not satisfied with the outcome of your discussion with the Phone Snoopa Customer Support Area you may ask for the matter to be reviewed by senior management at Phone Snoopa.

You will be advised by email or letter of the timeframe required to investigate and resolve your issue when senior management review is sought. Any such resolution will be undertaken in a timely manner.

## Outside Phone Snoopa

We believe the best way to deal with a complaint is to resolve it with Phone Snoopa directly, however you may ask the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is intended as a last resort destination for consumers and should only be used after the Phone Snoopa processes have been used first.

To contact the TIO you can call 1800 062 058

## Legal Rights

Nothing in the procedures described in the complaints procedures takes away the rights you have under the Service Agreement(s) we may have with you and any rights you may have under the Telecommunications Act or any other laws.