



Network Outage Complaints Handling Process

(Residential and Small Business Customers)

1st Internet

A.B.N 71 604 999 706

How to contact us:

Phone 1300 898 962

Email internet@1stenergy.com.au

Website www.1stenergy.com.au

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Introduction

We're committed to giving our customers the best possible products, services and experience, every time they deal with us – and that includes handling network outage complaints. Network outage complaints are complaints where a service outage report is made and it is identified that the reason for the service outage is a Network outage.

Where Can I find more information?

Our Major and Significant Local Outage Policy and Complaints handling policy can be found on our website.

How to make a service outage report.

If you are experiencing a service outage you can contact our support teams on the following details;

Phone 1300 898 962

Email Internet@1stenergy.com.au

Website www.btbaustralia.com.au 1stenergy.com.au

If it is identified that your service outage report is due to a network outage, we will treat your report as a network outage complaint.

What will happen if I have network outage complaint?

- We will acknowledge your complaint with a unique reference number
- We aim to resolve the network outage complaint as soon as possible by restoring access to the service.
- You will be advised of the status of the network outage and of the resolution of your complaint.
- If you are not satisfied with the resolution of your network outage complaint you can request your concern be addressed as a complaint by letting us know.
- We may contact you by phone or email if we require additional information to resolve your service outage report.

Who can report a service outage report and handle a network outage complaint?

Anyone who is experiencing a service outage can make a service outage report – including you.

If you'd like to nominate someone else to make a service outage report or handle a network outage complaint on your behalf, we might call or email you and ask for your permission to discuss your service outage report or network outage complaint with them.

If you have any other specific needs, please let us know – so we can best work out how to help.

What resolution can I expect?

The default resolution to Network Outage Complaints is to restore access to the impacted service and we aim to have all Network Outage Complaints resolved as soon as possible.

What if my service is not restored?

When we send a notification advising the network service outage is resolved, your services should be automatically restored. However, if your service is not restored, please turn off your modem at the power source.

Wait 10 minutes to allow the device time to reset and then turn on your modem again at the power source. This should restore your Internet.

If your service has not been restored or you seek a tailored resolution, please reach out to our customer support team by phone or email quoting your network outage complaint reference number.

What if my Network Outage Complaint is urgent?

We will consider any Network Outage complaint as urgent if you indicate there is a high risk to personal safety or serious health risk or if you receive priority assistance for that service.

- We will attempt to keep you connected to the best of our ability during an urgent Network outage complaint
- We will attempt to confirm with you within two calendar days if the resolution has been successful in a urgent network outage complaint.

Closing a network outage complaint

If we don't hear from you within three days of the service has been restored, we will close your network outage complaint. We will also close a network outage complaint if you confirm the service has been restored. If you seek a tailored resolution, please reach out to our customer support team quoting your network outage complaint reference number.

What if I am not satisfied with the resolution provided?

If you seek a tailored resolution, please reach out to our customer support team by email, phone or post quoting your network outage complaint reference number and we will be able to assist you with a complaint.

Our complaint handling policy can be found on our website.

Website www.1stenergy.com.au

