

Ace Internet Services – Complaint Handling Process

Our Commitment

We know things can sometimes go wrong, and you have every right to complain. When you do, we promise to:

- Handle your complaint fairly, respectfully, and efficiently
- Aim to resolve your issue the first time you contact us
- Be transparent throughout the process

Our complaints process meets the standards set by the **Telecommunications Consumer Protections Code (C628:2019)** and is overseen by our **Managing Director**.

Is There a Cost?

- **No charge for most complaints.**
- If we need to retrieve very old information (over 2 years) or something outside your plan's inclusions, there may be a charge—but we'll always tell you first.
- You'll never be charged unless you agree.
- If costs apply and you don't wish to proceed, we'll tell you how to contact the **Telecommunications Industry Ombudsman (TIO)**.

How to Make a Complaint

You can contact us in any of the following ways:

📞 **Phone:** 02 4861 8888 or 1300 360 979

✉️ **Mail:** Locked Bag 4000, Bowral NSW 2576

✉️ **Email:** info@ace.com.au

🏠 **In Person:** Shop 4, Floria Apartments
Cnr Victoria & Bong Bong Streets, Bowral NSW 2576

We're open **Monday to Friday, 9am – 5pm** (excluding public holidays).

Need help with your complaint? Just ask—we're happy to help you put it together.

What Happens After You Complain

1. Acknowledgement

- We'll acknowledge your complaint **straight away** if it's by phone or in person.
- If it's by email, mail, or voicemail, we'll respond within **2 business days**.
- We'll also give you an estimated timeframe for resolution.

2. Resolution

- We aim to resolve most issues during your first contact.
- If it needs investigation, we'll work with you to agree on a solution (which may include fee waivers or other outcomes).
- We'll get back to you within **15 business days**.
- If it takes longer, we'll explain why and give you a new timeline.
- If there's a delay of more than **10 business days** (and it's not due to a mass outage), we'll let you know about your options to escalate the matter, including to the TIO.

Once we agree on a solution, we'll carry it out within **10 business days**, unless you've asked otherwise or we're waiting on you to do something.

What If It's Urgent?

We'll treat your complaint as **urgent** if:

- You've applied for financial hardship help, and the issue is contributing to your hardship
- Your service is wrongly disconnected or about to be
- You have **Priority Assistance** (e.g. due to a medical condition)

In urgent cases:

- We'll act within **2 business days**
- If there's a delay, we'll explain why, update the timeframe, and tell you about your rights to escalate the issue (e.g. to the TIO)

Still Not Happy?

If you're unhappy with how your complaint is being handled, tell us. We'll:

- Escalate your complaint internally
- Review your concerns again

If you're still not satisfied, we'll tell you how to contact the **Telecommunications Industry Ombudsman (TIO)**.

We'll never cancel your service just because you've contacted the TIO.

Contacting the TIO

If you can't resolve the issue with us, you can contact the **Telecommunications Industry Ombudsman**:

📞 **Phone:** 1800 062 058

📠 **Fax:** 1800 630 614

🌐 **Online:** www.tio.com.au/making-a-complaint

Their service is free.