

COMPLAINTS HANDLING POLICY

We pride ourselves on delivering a world-class customer service experience, but we also understand that mistakes can happen.

You have the right to make a complaint if you are dissatisfied with our services or the way we've handled your enquiry. If you haven't received the support you expected, we encourage you to let us know so we can make it right. If it's unclear whether you wish to lodge a formal complaint, we will clarify this with you.

We do not charge any fees for handling complaints, and we will acknowledge receipt of your complaint as soon as it is received.

Steps we take to resolve Complaints

We aim to resolve your complaint at the time it is raised. If further investigation is required, we will either resolve it or update you on our progress within ten working days.

The time taken to investigate a complaint depends on its complexity and seriousness. Our investigation begins as soon as we become aware of the issue, and we are committed to resolving complaints as quickly as possible.

We will contact you or your authorised representative regarding your complaint and will make multiple attempts on consecutive days to reach you. Once contact is made, we will propose a resolution.

If we are unable to reach you, we will send written or email correspondence outlining our contact attempts and inviting you to respond within a minimum of ten working days. If no response is received within that timeframe, the complaint will be closed.

While your complaint is under investigation, we ask that you pay any outstanding amounts on your bill that are not part of the dispute. We will not take credit management action on charges that are under complaint, nor will we cancel your service solely because you have lodged a complaint.

What happens if you're not happy with the outcome?

If you are not satisfied with the resolution of your complaint, you have other options:

- You may request an escalation or a review of the outcome. This could involve a higher level of management or the appointment of a case manager from our specialised team.



Byteway PTY LTD
Ph: 1300 298 392
Level 1/206 Lorimer St
Port Melbourne VIC 3207, Australia
www.byteway.com.au

- You may also pursue external dispute resolution through the **Telecommunications Industry Ombudsman (TIO)** at www.tio.com.au

We will not cancel your service for the sole reason that you were unable to resolve the complaint directly with us and pursued options for external dispute resolution.

For broader telecommunications issues outside the TIO's jurisdiction, you may contact the **Australian Communications and Media Authority (ACMA)** or, for trade practices concerns, the **Australian Competition and Consumer Commission (ACCC)**.

[How to make a complaint or check the progress of a complaint](#)

To make a complaint or check the progress of an existing complaint, please contact us via one of the following methods:

- **Email:** admin@byteway.com.au
- **Mail:** Level 1, 206 Lorimer Street, Port Melbourne, VIC 3207
- **Phone:** 1300 298 392