

Complaint Handling Policy

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1. Purpose

This policy explains how OM TELECOM handles complaints, in line with the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* made by the ACMA, and the Telecommunications Consumer Protections (TCP) Code C628:2019. It forms part of our Standard Form of Agreement.

2. What is a complaint?

A complaint is any expression of dissatisfaction you make to us about our products, services, staff or complaint-handling process, where you expect a response or resolution. It doesn't need to be in writing or use the word "complaint" — if you're telling us something is wrong, we'll treat it as one.

3. How to make a complaint

- **Phone:** 1300 258 400 (local call rate)
- **Email:** complaints@omtelecom.com.au
- **Mail:** Complaints, OM TELECOM, 12/9 Salisbury Rd, Castle Hill NSW 2154

Tell us what's gone wrong, what outcome you're after, and the best way to reach you. If you need an interpreter, an accessible format, or support from a family member, friend or advocate, let us know — we'll accommodate this at no extra cost.

4. Acknowledgement

We'll acknowledge a complaint made by phone or in person immediately during that contact. A complaint made in writing (email, letter, web form) is acknowledged within 2 working days.

5. Resolution timeframes

Complaint type	Target
Urgent — you're in financial hardship, receive priority assistance, your service has been wrongly disconnected or is about to be, or the matter poses a risk to your safety	Resolved within 2 working days
Standard — all other complaints	Resolved within 15 working days
Implementing an agreed resolution (e.g. a credit, a plan change)	Within 10 working days of agreement

If a complaint is complex and will take longer, we'll tell you why, give you a revised timeframe, and keep you updated on progress.

6. While we investigate

We won't ask you to pay a genuinely disputed amount, restrict your service, or refer a disputed debt to a collection agency or list a credit default while your complaint about that specific charge is still being investigated.

7. Escalating within OM TELECOM

If you're not satisfied with the outcome or how your complaint was handled, ask for it to be escalated to a team leader or manager. We'll review the matter and respond with our final position.

8. Escalating to the TIO

If we haven't resolved your complaint within the timeframe above, or you're not satisfied with our final response, you can take it to the Telecommunications Industry Ombudsman (TIO) — a free, independent dispute-resolution service.

TIO · 1800 062 058 · tio.com.au · PO Box 276, Collins Street West, Melbourne VIC 8007. The TIO generally asks that you've given us the chance to resolve the matter first.

9. Other avenues

For privacy-related complaints you can also contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au. For unresolved credit-reporting complaints, our Credit Reporting Policy sets out further options.

10. Reviewing our performance

We record and review complaint trends regularly so we can improve our products, processes and customer service.

11. Changes to this policy

We may update this policy to reflect changes to the law or our processes. The current version is always available at omtelecom.com.au/policies.

