

COMPLAINTS AND DISPUTE RESOLUTION POLICY

How to make, monitor, escalate and resolve a complaint about GTE telecommunications products and services

Legal entity	Green Triangle Electronics Pty Ltd
ABN	43 008 187 497
Effective date	1st July 2026
Applies to	Customers and other users of GTE telecommunications products and services
Contact	(08) 8724 2222 policies@gte.com.au gte.com.au

Your right to complain You have the right to make a complaint. Making and progressing a complaint is free. You do not need to use the word 'complaint' or complete a special form. GTE will treat you fairly, respectfully and without disadvantage because you made or escalated a complaint.

At a glance:

Step	What GTE will do
Make a complaint	Contact us by phone, email, online, post or in person. A representative may complain for you.
Acknowledgement	Immediately for telephone, live or in-person complaints; within 2 working days for email or post.
Reference number	We will give you a unique reference and explain how to monitor progress.
Proposed resolution	Within 10 working days for an ordinary complaint, unless resolved sooner.
Urgent complaint	A proposed resolution, and implementation if accepted, within 2 working days.
Agreed resolution	Normally implemented within 5 working days after you accept it.
Escalation	You may ask for internal escalation or prioritisation at any time.
External review	You may contact the Telecommunications Industry Ombudsman if you are not satisfied after GTE has had a reasonable opportunity to resolve the matter.

1. Purpose

This policy explains how Green Triangle Electronics Pty Ltd (GTE), receives, records, investigates, resolves and reviews complaints about telecommunications goods and services.

It is intended to provide a process that is free, accessible, fair, transparent, professional and focused on the customer's individual circumstances.

GTE will apply this policy to all customer complaints where practicable. Particular statutory obligations and timeframes apply to a 'consumer' as defined in the Telecommunications (Consumer Complaints Handling) Industry Standard 2018.

2. What is a complaint?

A complaint is an expression of dissatisfaction about a GTE telecommunications product, service or complaint-handling process where a response or resolution is expressly or reasonably expected.

You do not need to say that you are making a complaint. Where you express dissatisfaction and we are unsure whether you want the matter treated as a complaint, we will ask you.

A complaint may relate to matters such as:

- sales, advertising, contracts or service information;
- connections, transfers, installations, delays or missed appointments;
- internet, telephone or mobile service quality and faults;
- network outages and restoration of service;
- billing, payments, credits, fees, debt collection or payment assistance;
- equipment, warranties, repairs or returns connected with a telecommunications service;
- privacy, account security, scams, fraud or unauthorised activity;
- service restriction, suspension, disconnection or cancellation;
- domestic, family or sexual violence support, accessibility or Priority Assistance; or
- how GTE has handled an earlier complaint.

An initial request for information or technical support, or an initial report of a fault that is not related to a network outage, is not automatically a complaint unless you ask for it to be treated as one or otherwise express dissatisfaction and expect a response or resolution.

3. How to make a complaint

You may make a complaint using any of the following methods:

Method	Details
Telephone	(08) 8724 2222. Ask to speak directly with a person dealing with complaints.
Email	complaints@gte.com.au
Online	Use the complaints form on the GTE Complaints and Dispute Resolution webpage.
In person	169-171 Commercial Street West, Mount Gambier SA 5290, during retail-store hours.
Post	Complaints Manager, Green Triangle Electronics Pty Ltd, 169-171 Commercial Street West, Mount Gambier SA 5290.

Telephone and online complaint assistance is available from 8:30 am to 5:00 pm South Australian time, Monday to Friday, excluding South Australian public holidays. Email, online and postal complaints may be sent at any time and will be addressed during business hours.

You may also make a complaint through another ordinary GTE contact channel. We will ensure it is identified and transferred into the complaints process.

Do not send passwords, authentication codes or unnecessary sensitive information through ordinary email.

4. Help, accessibility and representatives

GTE will provide reasonable help to formulate, make and progress a complaint, including for people with disability, accessibility requirements, financial hardship, language needs or other special circumstances.

A friend, family member, advocate, financial counsellor, support worker or authorised representative may make and manage a complaint on your behalf. We may need to verify your identity and their authority before disclosing account information or making account changes.

If you are d/Deaf, hard of hearing or have a speech communication difficulty, you may use the National Relay Service and ask to be connected to (08) 8724 2222. Current NRS call options are available at accesshub.gov.au.

For interpreting assistance, you may contact the Translating and Interpreting Service on 131 450 and ask to be connected to GTE on (08) 8724 2222.

Tell us about any preferred or safe communication method, accessibility requirement, urgency, risk to safety or other circumstance that may affect how the complaint should be handled.

5. Information that will help us

When making a complaint, provide as much of the following as you safely and reasonably can:

- your name, business name and account or service number;
- your preferred and safe contact details;
- the product, service, address or telephone number involved;
- what happened and when it occurred;
- any steps already taken and relevant reference numbers;
- the outcome you are seeking; and
- copies of relevant bills, emails, screenshots or other supporting information.

A lack of documents will not prevent you from making a complaint. We will use information already held by GTE where appropriate and only request information reasonably needed to investigate or resolve the matter.

6. Acknowledgement and monitoring

For complaints made by telephone, live electronic communication or in person, we will acknowledge the complaint immediately.

For complaints received by email or post, we will acknowledge the complaint within two working days.

Our acknowledgement will include:

- confirmation that the complaint has been received;
- a unique complaint reference number or other identifier; and
- instructions on how to monitor the complaint.

You may monitor progress by contacting GTE using the details in section 3 and quoting your complaint reference number.

7. How we handle a complaint

GTE will use best efforts to resolve a complaint on first contact. If this is not possible, we will seek to resolve it as soon as practicable.

The process may include:

- confirming the issues raised and the outcome sought;
- identifying any urgent, safety, accessibility or financial-hardship considerations;
- reviewing account, service, billing and communication records;
- performing reasonable testing or requesting technical information;
- obtaining assistance from a carrier, wholesale provider, network operator, manufacturer or other supplier;
- considering the seriousness, cause and customer impact;
- explaining the investigation outcome and reasons;
- proposing a tailored resolution that addresses the main cause and individual circumstances; and
- confirming and implementing the agreed resolution.

Where the service is supplied using another carrier's or provider's network, GTE remains your point of contact and will promptly seek the reasonable assistance needed from the relevant carrier, wholesaler or supplier.

8. Complaint timeframes

Action	Maximum timeframe
Acknowledge a telephone, live or in-person complaint	Immediately
Acknowledge an email or postal complaint	Within 2 working days
Provide a proposed resolution for an ordinary complaint	Within 10 working days of receiving the complaint
Resolve an alleged billing error	By the end of the next billing period or within 30 calendar days, whichever occurs first
Urgent complaint	Proposed resolution and, if accepted, implementation within 2 working days
Implement an accepted ordinary resolution	Within 5 working days, unless another timeframe is agreed or customer action is outstanding
Written confirmation that the complaint has been resolved	Within 5 working days after completing the investigation
Assess a requested escalation or prioritisation	Within 5 working days

Where you request written confirmation of a proposed resolution or urgent resolution, GTE will provide it within five working days of the request.

9. Urgent complaints

GTE will treat a complaint as urgent where it involves:

- a financial-hardship customer where the complaint can reasonably be expected to directly contribute to or aggravate the financial hardship;
- an imminent or completed service disconnection where required process was not followed;
- a Priority Assistance consumer and the service for which Priority Assistance applies; or
- a person affected by domestic, family or sexual violence who indicates a threat to their safety or the safety of their children.

We will also consider other serious circumstances when deciding whether a complaint should be prioritised.

For an urgent complaint, GTE will provide a proposed resolution and, if you accept it, implement the resolution within two working days of receiving the complaint.

If you believe your complaint should be urgent, tell us why. If you are dissatisfied with our assessment, you may ask for it to be prioritised or escalated.

10. Delays

If GTE becomes aware that a complaint will not be handled within an advised or required timeframe, we will tell you as soon as possible.

We will explain:

- the cause of the delay;
- the revised timeframe; and
- your external dispute-resolution rights where the applicable delay threshold is met.

A delay caused by a carrier, wholesaler, network operator, manufacturer or other third party does not remove GTE's obligation to keep you informed and seek reasonable assistance.

11. Internal prioritisation and escalation

You may request that a complaint be prioritised or escalated where:

- you are dissatisfied with the response time, progress or proposed resolution;

- you believe it should be treated as urgent;
- the issue has not been resolved after earlier contact;
- the matter creates significant safety, health, financial or service-continuity impacts; or
- you want information about other options for pursuing the complaint.

Within 24 hours of being told that you are dissatisfied with response times, progress or resolution, or that you reasonably want urgent treatment, GTE will explain the applicable internal prioritisation or escalation process and your right to contact the Telecommunications Industry Ombudsman.

If you request prioritisation or escalation, GTE will assess the request within five working days and assign it to an appropriate senior person where the criteria are met.

An escalated complaint will be reviewed by a person with appropriate authority who was not solely responsible for the earlier decision where reasonably practicable.

12. Proposed and agreed resolutions

A proposed resolution may include an explanation, correction, service restoration, technical work, billing adjustment, credit, refund, payment arrangement, equipment remedy, contract change, apology or another outcome appropriate to the circumstances and applicable law.

GTE will explain the proposed resolution and the reasons for it. We will record your response and any reasons you provide.

Once you accept a proposed resolution, GTE will complete the necessary actions within five working days unless another timeframe is agreed, or implementation depends on an action you agreed to complete.

We will provide written confirmation that the complaint has been resolved within five working days after completing our investigation.

13. Closing a complaint

GTE will generally close a complaint only after the agreed resolution has been implemented and you consent to closure.

A complaint may also be closed where GTE has followed the required process for an uncontactable customer, a frivolous or vexatious complaint, or a network outage complaint.

Closing a complaint does not remove any right to request internal review or contact an external dispute-resolution body.

14. If we cannot contact you

If we need to contact you to progress a complaint and cannot reach you, GTE will make at least five separate contact attempts, each on a different calendar day, over no more than ten calendar days.

If those attempts are unsuccessful, we will write to you explaining the attempts and invite you to contact us within a period of at least ten working days.

15. Frivolous or vexatious complaints

GTE will not treat a complaint as frivolous or vexatious merely because it is repeated, strongly expressed, complex, inconvenient or difficult to resolve.

Only after careful consideration and appropriate internal escalation may GTE decide not to deal further with a complaint where it reasonably concludes that it can do nothing further to resolve or assist with the matter and the complaint or behaviour is frivolous or vexatious.

If this occurs, we will notify you of the decision, reasons and TIO information within five working days. Written confirmation will be provided within five working days if requested.

16. Network outage complaints

A service outage report occurs when you tell GTE that you cannot establish or maintain a telephone or internet service.

On first contact, GTE will take reasonable steps to determine whether there is reason to suspect that a major or significant local network outage is occurring and affecting, or likely to affect, you.

Where the report is treated as a network outage complaint, GTE will acknowledge it and provide:

- confirmation that it is being treated as a network outage complaint;
- a unique reference number and how to monitor it;
- an explanation that the default resolution is restoration of access to the affected service;
- available outage contact methods;
- where to find the network outage complaints process and known outage information; and
- information about available remedies or any bulk resolution offer.

GTE will complete all actions within its capacity to restore access to the affected service as soon as reasonably practicable and will seek reasonable assistance from the relevant carrier or wholesale provider.

For an urgent network outage complaint involving a personal-safety or serious-health risk, or a Priority Assistance service, GTE will make reasonable efforts to help the customer remain connected, including considering available interim or alternative options.

GTE will attempt to notify you when the affected service is restored and will explain how to seek a tailored resolution if you are dissatisfied, or how to obtain further assistance if restoration was unsuccessful.

An urgent network outage complaint will not be closed until the service is restored. Other network outage complaints will not ordinarily be closed earlier than three working days after the restoration notification unless you confirm that restoration was successful.

Where a natural disaster is the sole or predominant cause of an outage, the matter may be dealt with under the ordinary complaint process and GTE's applicable outage-communications procedures.

17. Telecommunications Industry Ombudsman

External dispute resolution

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.

GTE should be given a reasonable opportunity to resolve the complaint first. You do not need GTE's permission to contact the TIO.

Method	TIO contact details
Telephone	1800 062 058
Website	tio.com.au/complaints
Service	Free and independent assistance for eligible residential consumers and small businesses with unresolved telephone and internet complaints.

GTE will not cancel a telecommunications service solely because you could not resolve the complaint directly with us and pursued external dispute resolution.

GTE will not commence legal proceedings against you about the same subject matter while the complaint is being handled internally, for seven working days after you are advised of the outcome, or while the TIO is investigating the complaint, subject to applicable law.

If a complaint remains unresolved for 30 calendar days, GTE will provide TIO information on the next working day if it has not already been provided.

18. Other external complaint bodies

Depending on the subject matter, another external body may also be able to assist. This may include the Office of the Australian Information Commissioner for privacy matters, Consumer and Business Services South Australia for consumer matters, or the Australian Communications and Media Authority for regulatory information.

The TIO is generally the primary external dispute-resolution service for eligible telephone and internet complaints.

19. Privacy and safe communication

GTE will handle personal information collected during a complaint in accordance with the GTE Privacy Policy and applicable telecommunications and privacy laws.

Complaint information will be shared only with personnel and third parties who reasonably need it to investigate or resolve the matter, manage a TIO or ACMA process, or comply with law.

Tell us if a contact method is unsafe, including because of domestic, family or sexual violence. We will record and use an agreed safe communication method and time in accordance with our applicable support policy and legal obligations.

20. Records, monitoring and improvement

GTE will maintain systematic complaint records, including the complaint issues, investigation, proposed and agreed resolution, actions taken and relevant correspondence.

Complaint and compliance records will be retained for at least two years from creation, or longer where required by another law or legitimate business requirement, and protected from unauthorised access, loss, misuse or disclosure.

GTE will classify and analyse complaints at least once every three months to identify frequent or systemic issues and take reasonable steps to prevent recurrence.

This complaints process, including the network outage process, will be reviewed at least annually and approved by GTE's most senior responsible executive.

21. Regulatory framework

This policy has been prepared with reference to:

- the Telecommunications (Consumer Complaints Handling) Industry Standard 2018, as amended and in force from 1 January 2026;
- the Telecommunications Consumer Protections Code, to the extent applicable;
- the Telecommunications (Customer Communications for Outages) Industry Standard 2024;

- the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025;
- the Telecommunications (Financial Hardship) Industry Standard 2024;
- the Telecommunications Act 1997 and related instruments;
- the Australian Consumer Law; and
- the Telecommunications Industry Ombudsman scheme.

If this policy is inconsistent with a mandatory law, standard or code, the mandatory requirement prevails.

22. Contact GTE

Complaints contact

Complaints Manager | Green Triangle Electronics Pty Ltd | 169-171 Commercial Street West, Mount Gambier SA 5290 |
Phone: (08) 8724 2222 | Email: complaints@gte.com.au