

## **BTP Communications Complaints Policy**

At BTP Communications we expect that we will provide our customers with the highest levels of service to ensure their experience with us is everything they would expect of a boutique telecommunications company and more.

It is our wish to resolve any and all complaints and problems to our customer's satisfaction quickly and effectively.

If our service has not met your expectations, or you have a concern with BTP Communications, we would like you to tell us.

How to contact us

- By Phone: 1300 509 996
- By email: [info@btpcom.com.au](mailto:info@btpcom.com.au)
- By Letter: PO Box 80, Lara, Vic, 3212

## **The Process**

When you ring BTP Communications the Consultant that answers your call will provide you with their name and will aim to resolve your issue with you on the spot. Responses to email correspondence will be within 2 working days. Letters will be acknowledged within 5 working days.

If we need to investigate your issue further we will advise you of what actions we propose to take and an estimated timeframe. Should there be any changes we will advise as soon as possible.

While your issue is being investigated you will be regularly updated of our progress so that you are aware of what is happening with your complaint.

We will endeavor to resolve your issue within 30 days of you raising it and you will be kept fully informed of the outcome of our investigations. If you would like these results in writing, we will do that also.

## **Other Avenues outside BTP Communications**

Should you wish your case to be reviewed by an external body, the following regulators are available to you after you have started the process with us

- The Telecommunications Industry Ombudsman (TIO) [Complaints](#)
- For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the [Australian Communication & Media Authority \(ACMA\)](#) or, for trade practices issues, the [Australian Consumers Competition Commission \(ACCC\)](#)