

# Konec®

## Network Outage Complaints Handling Process

### 1 Introduction

This document explains our Network Outage Complaint Handling Process (CHP) for current and prospective customers (we'll call them all customers) who are covered by the Telecommunications (Consumer Complaints Handling) Industry Standard Amendment 2025 (No. 1). It is formed with reference to Customer Communications for Outages Standard 2024 as updated.

It details how we handle Network Outage Complaints and is intended for our customers, our own staff, other Telcos involved in our supply chain and other interested parties. It includes the minimum requirements for consumer complaints handling as required by the Complaints Standard.

This CHP is effective from 30<sup>th</sup> June 2025.

This CHP is free of charge.

### 2 Accessing this Complaint Handling Process

- (a) This CHP is available on our website.
- (b) There is a link on our homepage to our Legal and Rates page (<https://www.konec.com.au/policies>) where you will find our CHP which:
  - (i) Explains how to contact us to make a complaint or enquiry and
  - (ii) Expressly states that you can use that contact information to make service outage report.
- (c) We'll also make this CHP available to you as soon as practicable after we determine that that a service outage report is a network outage. We'll send you a link to our website or where this is not possible, provide instructions on where to locate the process.

### 3 Who this CHP applies to

This CHP applies to you if you are:

- (a) an individual customer who acquires a telecommunications product mainly for personal or domestic use and not for resale; or
- (b) a business or non-profit that, at the time of contract:
  - Acquires a telecommunications product not for resale; and
  - Doesn't have a genuine and reasonable opportunity to negotiate the terms; and
  - Has an (anticipated) annual spend with us of \$40,000 or less.

#### Our complaints goal

As our customer, you have the right to make a complaint. Our goal is to keep our customers satisfied and that means as few complaints as possible and that any complaints that do arise are dealt with openly, fairly and promptly.

To support that goal:

- (a) Our complaints process is approved by our General Manager who is responsible for ensuring its implementation, operation and compliance in accordance with the Complaints Standard.
- (b) Our complaints process is managed by our Customer Experience Manager who must maintain the effective and efficient operation of the process in accordance with the Complaints Standard.

- (c) Our complaints process is focused on you and is designed to be easy to understand and use. We welcome all feedback and suggestions on how we could improve it.

#### 4 Representative

- (a) You may choose to appoint a 'Representative' i.e. either  
An Authorised Representative – a person who has authority from you to deal with us on your behalf as your authorised agent; or  
An Advocate – a person nominated on your behalf to deal with us on your behalf but does not include an Authorised Representative or a person who has authority to access your account information from us.
- (b) The forms and procedures for nominating a Representative are on our website.
- (c) You can nominate a Representative to make and handle a complaint for you.

#### 5 What is a service outage report?

A service outage report is an initial contact from you which indicates that you cannot establish or maintain connection with our service.

#### 6 What is a network outage complaint?

A network outage complaint when you have contacted us about being unable to establish or maintain connection with our service (service outage report) and where we have determined that there is a reason to suspect a network outage is the cause.

#### 7 What is an urgent network outage complaint?

Your network outage complaint is identified as urgent if:

- (a) you indicate there is a risk to your personal safety or a serious health risk or
- (b) it relates to a service for which you receive *Priority Assistance under the Priority Assistance for Life Threatening Medical Conditions Code*.

In these circumstances, we will make all reasonable efforts to assist you to stay connected to a carriage service, including alternative or interim options (where available)

#### 8 How and when you can make a service outage report or urgent network outage complaint

**You can make a service outage report and contact us about it or your complaint:**

How	When
<b>Phone</b> Call us on 1300 4 KONEC	Monday to Friday 10am to 7pm (Sydney Time).
<b>Online eSupport</b> Login to your Konec account at <a href="https://www.konec.com.au">https://www.konec.com.au</a> or app and send us a ticket from the Support tab.	At any time
<b>Email</b> Email us at: <a href="mailto:help@konec.com.au">help@konec.com.au</a>	At any time

**If you need assistance**

If you need help, including (without limitation) because of accessibility requirements, disability, financial hardship and difficulties with English, we will assist you to formulate, lodge and progress a service outage report or complaint. Just let our Customer Support Representative know you want help and, if you can't tell us in that way:

- (a) email your request to an address in clause 8; or
- (b) contact us through your Representative– see clause 4; or
- (c) contact us via the National Relay Service on 133 677; or

**10 Receiving your service outage report**

We'll receive your service outage report through any of the contact points in clause 8.

**11 Our complaint management steps**

We will use our best efforts to resolve your complaint on the first contact. If we can't do that, the steps in the following clauses apply.

**12 Initial assessment of your service outage report**

On initial assessment, a Customer Support Representative will request information from you to determine if your service may be affected by a network outage:

- (a) If we determine or suspect that your service is affected by a network outage we will treat the report as a network outage complaint, unless it is caused by a natural disaster.
- (b) If we determine that the service issue is not related to a network outage or if it is related to a network outage caused by a natural disaster, we'll consider whether the matter should be handled under our general Complaints Handling Process and if so, advise you accordingly.

We will take all reasonable steps to make the determination when you first contact us.

**13 Acknowledgement of your network outage complaint**

If we have classified your service outage as a network outage complaint, verbally or in writing, we will:

- (a) confirm that your service outage report is being treated as a network outage complaint and handled under our network outage complaints handling process
- (b) provide you with a unique case number (ticket number) for the complaint.
- (c) advise a default resolution will be applied to the outage by our network provider, the outcome of which is to restore access to all services affected by the network outage
- (d) advise how to contact us for assistance if your outage is a major outage or significant local outage (as required by Customer Communications for Outages Industry Standard
- (e) advise that we will attempt to contact you when services have been restored

- (f) state where, on our website, you can access
  - (i) our network outage complaints process
  - (ii) a summary of the communications we are required to send in accordance with the Customer Communications for Outages standard for major outages and significant local outages
  - (iii) information about the network outage and its impact
  - (iv) remedy options we make available for customers affected by the network outage, including any bulk resolution offer.

## 14 Communications for major outages and significant local outages

- (a) We will provide updates to our customer whose outage is a major outage or significant local outage
  - (i) As soon as practical after becoming aware of a material change in the outage, otherwise
  - (ii) Once every 6 hours for the first 24 hours of the outage and then
  - (iii) Once every 24 hours.
- (b) As soon as practicable after receiving notification from Telstra Wholesale that all mobile services impacted by an outage have been restored, we will notify our impacted customers and notify the public, via SMS, email or Konec Mobile app.

## 15 Default resolution

- (a) We will complete all necessary actions **within our capacity** to implement the default resolution as soon as reasonably possible for all network complaints.

## 16 Resolution of a network outage complaint

A network outage complaint is resolved when:

- (a) Services affected by the network outage are restored and
- (c) we have notified customers affected by a major outage or significant local outages that services have been restored in accordance with Customer Communications for Outages standard
- (d) we have notified other customers in writing, as soon as practicable, confirming:
  - (i) That you can make a complaint seeking a tailored resolution if you are not satisfied with the default resolution, by any methods detailed in section 8
  - (ii) That you can contact us (by any of the methods detailed in section 8) if you believe the default resolution has not been successful
  - (iii) That you can contact us (by any of the methods detailed in section 8) if you need further assistance from us or if your service has not been restored
  - (iv) Details of any bulk resolution offer, its nature and the timeframe for you to accept it.

We will close a network outage complaint if you tell us the resolution has been successful but otherwise, not until 3 working days after we have notified you of its resolution.

## 17 Unsatisfactory Outcome Procedure – network outage complaint

If you are not satisfied with the default resolution or if it has been unsuccessful, you can contact us by any of the methods detailed in clause 8 and we will respond as soon as is practicable. If you are still unhappy with the resolution you can lodge a complaint in accordance with our standard Complaints Handling Policy which will be handled in accordance with the process and timelines detailed. You can access that policy here:

<https://www.konec.com.au/pdf/complaints-handling-process.pdf>

## **18 Resolution of an urgent network outage complaint**

- (a) If you have made an urgent network outage complaint, we will contact you within 2 calendar days of notifying you of its resolution to confirm that the default resolution has been successful.
- (b) We will not close an urgent network outage complaint until your service has been restored.

## **19 Unsatisfactory Outcome Procedure – urgent network outage complaint**

If you are not satisfied with the default resolution or if it has been unsuccessful, you can contact us by any of the methods detailed in clause 8 and we will take steps to implement a resolution within 2 working days of receiving your advice.

If you are still unhappy with the resolution you can lodge a complaint in accordance with our standard Complaints Handling Policy which will be handled in accordance with the process and timelines detailed. You can access that policy here:

<https://www.konec.com.au/pdf/complaints-handling-process.pdf>

## **20 Network outage complaint records we'll keep**

We'll record each complaint and retain for two years:

- (a) your name and contact details and your representative where applicable;
- (b) a unique identifier (e.g. a note ID) that will ensure we can subsequently identify the complaint and its subject matter;
- (c) a description of the nature of the complaint and the issues raised as part of the service outage report
- (d) a description of the resolution we or you propose including the date by which you must provide a response in relation to the proposed resolution;
- (e) The time and date we:
  - (i) received the service outage report
  - (ii) determine the outage was due to a network outage and classified it as a complaint
  - (iii) acknowledged the network outage with you
  - (iv) notified you of the resolution of the network outage
  - (v) closed the complaint.
- (f) any dissatisfaction with the default resolution and the reason for same and any ensuing complaint/request for other remedies. We'll link the new complaint to the network outage complaint by the inclusion on the complaint case number (ticket number),
- (g) copies of our communications if the outage was a major outage or significant local outage as well as communications regarding the resolution

## 21 Privacy

We will ensure that the personal information we collect in connection with a complaint is not disclosed to a third party except:

- (a) as required to manage a complaint to the TIO or the ACMA;
- (b) with your express consent; or
- (c) as otherwise required or authorised by law.