

**Pulse Telecom PTY, LTD**  
***Complaints Handling Policy***

Pulse Telecom PTY, LTD (“Pulse”, “us”, “we”) strives to provide you the highest level of customer service with our “customer is always right” approach. We hope that you will never have a complaint about our products or services. However in the event you do have a Complaint, rest assured that it will be quickly resolved with the highest standards of integrity.

If our products or services do not meet your expectations, you may contact us as follows:  
(As identified in the Customer Service Agreement)

Phone: (02) 8003 6195, M-F 10 a.m. – 10 p.m. and Saturday 10 a.m. – 5 p.m. AEST.  
Fax: (02) 8003-6019  
Email: [customercare@pulsetele.com.au](mailto:customercare@pulsetele.com.au)  
Online: <http://www.pulsetele.com.au/>  
Mail: Pulse Telecom PTY LTD.  
PO Box 1095  
Brookvale, NSW 2100

Our goal is to resolve all Complaints during your first contact.

If your Complaint is lodged via telephone, our representative will work with you to resolve the issue during your call. If it is lodged in any other way, we strive to contact you and have the issue resolved within seven (7) business days.

If the issue cannot be resolved immediately or within the above-referenced time frame, we will let you know the reasons why and provide you a timeframe for when you will receive a response.

If you have a Complaint pending, we will not demand payments from you for the amounts that you are disputing.

The maximum amount of time you can expect your Complaint to take to be resolved is thirty (30) calendar days from the time we receive your Complaint. If you request, we can provide you all decisions reached relating to your Complaint in writing.

While we trust you will be satisfied with the resolution of your Complaint, if you are still not satisfied, you may contact our designated Complaints Manager who will talk with you directly about all options relating to the resolution of your Complaint.

In the unfortunate event that you are still not satisfied with the resolution of the Complaint, it is suggested that you seek independent legal advice. You can also seek non-legal assistance from the Telecommunications Industry Ombudsman (TIO) ([www.tio.com.au](http://www.tio.com.au)).