

BLiNK's Complaint Policy

At BLiNK, we're committed to providing our customers with Australia's best ISP service.

We greatly appreciate your decision to give us your business and be part of our community. If at any time our service has failed to meet your expectations or you have a concern with BLiNK, we'd like you to tell us.

Step 1: Please talk to us

If you are dissatisfied with any aspect of our service, please contact BLiNK's Customer Contact Centre directly so we can resolve your problem as quickly as possible, 7 days a week at **1800 254 654**.

Where possible, we will try to resolve your concern at your first point of contact. If the BLiNK Customer Service Consultant is unable to resolve a complaint themselves they will transfer your complaint to a more appropriate person to ensure that your complaint is resolved to your satisfaction.

If you are not satisfied with the resolution, your complaint will be escalated to a supervisor or manager.

Step 2: Service & Recovery Team

If our BLiNK Customer Contact Centre team has not resolved your concern or complaint, please contact our Service & Recovery Team.

- Email us at servicerecovery@flexigroup.com.au
- Call 1800 254 654 (Option 2) 9:00am - 5:00pm (EST) weekdays
- Fax (02) 8905 1821

A Service & Recovery Team Member will review your complaint and the resolutions offered and discuss the complaint with you within 2 business days of your complaint being lodged.

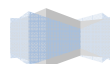
Step 3: Telecommunications Industry Ombudsman (TIO)

If your complaint is still not resolved to your satisfaction, you may refer your complaint to the Telecommunications Industry Ombudsman.

The TIO may also investigate complaints about breaches of consumer codes of practice developed by Communications Alliance. The TIO can be contacted:

- Online at www.tio.com.au
- Via Telephone at 1800 062 058

If your complaint is not resolved to your satisfaction by BLiNK and your concern involves a carrier license or regulatory issue, you may contact the government industry regulator, the Australian Communications and Media Authority (ACMA), or alternatively, you may choose to seek independent legal advice from a solicitor.



BLiNK's responsibilities and rights when managing a customer's complaint

- To continually improve our standard of customer service
- As a BLiNK customer, you have access to a complaint management process
- Our aim is to resolve all problems and complaints to your satisfaction at the local level, quickly and effectively
- As a BLiNK customer, you can expect to be kept informed of proposed actions, expected timeframes and the progress of the resolution of the complaint

Extent of liability

In order not to misrepresent BLiNK and our legal position in any way, the following Section is by necessity written in legal terminology.

- You have rights, in certain circumstances, pursuant to the Trade Practices Act 1974 (and similar State and Territory laws) to be compensated for loss or damage caused by acts or omissions in the supply of telecommunications services and related goods and services.
- FlexiGroup's supply of BLiNK goods and services are governed by terms that are specific to each good or service. For example, the BLiNK Nomad service is governed by the BLiNK Nomad Terms & Conditions, the Acceptable Use Policy, as well as other terms disclosed to customers when applying for their service(s).

