

● IF SOMETHING GOES WRONG

Complaint Handling Policy

We would much rather hear from you than have you put up with a problem quietly. This policy explains how to make a complaint, how quickly we will deal with it, what we will not do while it is open, and how to take it further if we do not get it right. Complaining is free, and it will never count against you.

● PRINCIPLES

01 · Our promise on complaints

We hope you never need this policy. But if you are unhappy with something we have done, you have every right to say so and to have it dealt with objectively, efficiently and fairly. This policy applies to Pear Australia Pty Ltd (ABN 94 624 986 554) and to all our customers — current, former and prospective, residential and small business.

Our complaint handling process is:

- Accessible — easy to find, easy to use, and available through several channels.
- Free — you are never charged for making a complaint or for having it handled.
- Transparent — you will know what is happening, who is dealing with it and when to expect an answer.
- Timely and fair — we work to set timeframes and we tell you the outcome and the reasons for it.

This policy is written to meet the Telecommunications (Consumer Complaints Handling) Industry Standard 2025. If anything in it falls short of that Standard, the Standard applies.

● WHAT

02 · What counts as a complaint

A complaint is any expression of dissatisfaction with our service, our products, our staff or our handling of a previous complaint, where you are asking us to do something about it. You do not have to use the word “complaint”, and you do not have to put it in writing.

If you tell us you are unhappy and we are not sure whether you want it treated as a complaint, we will ask you — and if you say yes, we will log it as one and give you a reference number. An initial call to report a fault or ask a question is not automatically a complaint, but it becomes one the moment you tell us you are dissatisfied with how it is going.

We will help you put your complaint together if you need a hand with it. You do not need to know the right words or the right department.

● HOW

03 · How to make a complaint

Use whichever of these suits you:

- Phone — 1300 007 327, Monday to Friday, 9am to 5pm (Sydney time).
- Email — hello@peartelco.com.au, at any hour.
- Website — the contact form at peartelco.com.au.
- Post — Pear Australia Pty Ltd, Customer Service, 25 Gordonian Grove, Baulkham Hills NSW 2153.

Making a complaint is always free.

We do not charge you to make a complaint, to have it investigated, or to have it escalated — and we will not cancel your service, or treat you differently as a customer, because you have complained.

If it is easier for you to complain another way, we will make that work:

- Someone acting for you. A family member, friend, carer, financial counsellor or advocate can complain on your behalf. Let our Customer Service team know who that person is so we can record them as your authorised representative — then they can deal with us directly. If someone contacts us for you before that is set up, we will help you get it arranged.
- If English is not your first language. Call TIS National, the free Translating and Interpreting Service, on 131 450 and ask them to call us on 1300 007 327.
- If you are deaf, or have a hearing or speech impairment. Contact us through the National Relay Service at no extra charge — on a TTY or modem, dial 133 677 and quote 1300 007 327.
- If you need help for another reason. Tell us. We will find a way that works, including taking the details over the phone and writing them up for you.

● FIRST

04 · What happens first

We acknowledge every complaint promptly and give it a unique reference number, so that you can track it and so that everyone here can see its history.

- Immediately, if you complain by phone and speak to one of our team.
- Within two working days, if you complain by email, through our website, by post, or by leaving a message without speaking to us.

Wherever we can, we will fix the problem there and then on the first call — that is better for you and better for us. If we cannot, we will tell you what we need to look into, who is handling it, and when you will hear back.

You can check on your complaint at any time using your reference number, through any of the channels above, and we will tell you where it is up to.

● TIMEFRAMES

05 · How long it takes

We aim to resolve complaints on first contact. Where we cannot, these are the timeframes we work to, and we will keep you posted along the way.

- We will tell you our proposed resolution as soon as we have finished investigating, and in any event within 15 working days of receiving your complaint.
- If we do not think we can resolve it in 15 working days, we will tell you before working day 15 — the reason for the delay and the date we expect to have an answer.
- If the delay is likely to be a further 10 working days or more, and it is not caused by a mass service disruption, we will also tell you about your external dispute resolution options, including the Telecommunications Industry Ombudsman.
- Once you accept our proposed resolution, we will carry it out within 10 working days, unless we agree otherwise with you or we are waiting on something from you.
- If you ask for it in writing, we will confirm the proposed resolution — or confirm the matter is resolved — within 5 working days of your request.
- We will tell you about any delay to a timeframe we have given you, rather than letting the date pass in silence.

Our proposed resolution has to be accepted by you before we are required to implement it — although if a solution is plainly in your favour, we may simply do it without waiting.

● URGENT

06 · Urgent complaints

Every complaint feels urgent to the person making it. Some are urgent by definition, because you are exposed until they are fixed, and those go to the front of the queue.

Your complaint is treated as urgent if:

- You have applied for, or been accepted into, financial hardship under our Financial Hardship Policy, and the complaint is about something that is contributing to or worsening that hardship.
- Disconnection of your service is imminent, or has already happened, and due process was not followed.
- You have a Priority Assistance service, or you have told us that someone at your premises relies on the service for a serious medical condition.

For urgent complaints we will confirm our proposed resolution of the urgent part and, once you accept it, implement it within 2 working days of receiving the complaint. If we cannot manage that, we will tell you within those 2 working days why, when we expect to have it done, and — if the delay is likely to be a further 10 working days or more and is not caused by a mass service disruption — your external dispute resolution options, including the TIO.

If you think your complaint should be treated as urgent and it is not, say so. We will give you an answer on that within 2 working days.

 PROTECTION

07 · What we will not do while your complaint is open

While we are investigating your complaint, and while it is with the TIO or another recognised external dispute resolution body:

- We will not take credit management action on the amount you are disputing. Credit management means chasing or collecting a debt, including referring it to a collection agent or reporting a default.
- We will not cancel your service just because you have made a complaint.
- We will not start legal proceedings about the disputed amount while the complaint is being handled, or for 7 working days after we tell you the outcome.

If you are disputing charges, tell us the amount or describe the charges you are disputing so we can quarantine the right part of the bill. Any undisputed part of the bill still needs to be paid by its due date.

If it becomes clear while we are talking that you are having trouble paying, we will raise our Financial Hardship Policy with you and go through the options. Asking for help is not a complaint against you, and it will not be treated as one.

● ESCALATE

08 · If you are not happy with the outcome

You are never stuck with the first answer you get from us. There are three steps, and you can move up them as fast as you like.

1**Come back to us.**

Contact us using your reference number and tell us what is still wrong. Often the fastest fix is a second look by the person who already knows your file — a missed detail, a charge we did not see, a promise that was not recorded.

2**Ask for it to be escalated internally.**

You can ask at any time for your complaint to go to a Team Manager, and we will do it — you do not need a reason. The manager can bring in other departments or our suppliers where the answer sits outside customer service. Within 5 working days of your request (2 working days if you have asked for urgent treatment) we will explain our internal escalation process and your options for going outside Pear, including the TIO.

3**Take it to the Telecommunications Industry Ombudsman.**

If our internal process has run its course and you are still not satisfied, you can refer your complaint to the TIO. The TIO is a free, independent dispute resolution scheme for residential and small business consumers with unresolved complaints about their phone or internet service. Call 1800 062 058, visit tio.com.au, or write to PO Box 276, Collins Street West VIC 8007.

You can contact the TIO at any point, and we would rather you knew that than found out later. In most cases the TIO will ask you to give us a chance to fix it first, which is why step one is worth a try. Complaints about how we have handled your personal information can also go to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992 — see our Privacy Policy.

● CLOSING

09 · Closing a complaint, and when we cannot reach you

We close a complaint when one of these is true:

- You have accepted the resolution, or told us you are satisfied.

- You have told us you are unhappy with the progress or the outcome, and we have given you our internal escalation process and your external dispute resolution options, including the TIO.
- We have tried to contact you to discuss it, could not reach you, written to your last known address or email setting out our attempts, invited you to contact us within at least 10 working days, and heard nothing back.

Where a complaint is closed, you can ask for written confirmation of the resolution and we will send it within 5 working days. If you get back in touch after we have closed it, you can pick it up again with the same reference number.

● CONDUCT

10 · Frivolous or vexatious complaints

This happens very rarely, and we do not reach for it lightly. Occasionally a complaint is frivolous or vexatious, or a complainant behaves in a way that is fraudulent, racist, threatening or abusive towards our staff.

We will not treat a complaint as frivolous or vexatious unless we have considered it carefully and escalated it internally first. If, after that, there is nothing further we can do to help — or we decide not to deal with the complainant any longer because of their behaviour — we will tell them within 5 working days, in writing if they ask, giving our reasons and their options for external dispute resolution, including the TIO. We are not then required to accept further complaints from that person about the same or a similar issue, other than through an external dispute resolution process.

● LEARNING

11 · What we do with what we learn

Every complaint is recorded and categorised, and we keep those records for at least two years. We look at them regularly for patterns — the same fault, the same charge, the same confusing wording on a bill — because a complaint that keeps recurring is usually a problem with us, not with the customers reporting it.

Where we find a systemic issue, we fix the cause, and we contact the other customers affected by it rather than waiting for them to notice. That is the part of complaint handling that actually makes the service better.

We review this policy at least once a year. The current version is always available on our website, and we will send you a copy free of charge on request.

- TALK TO US

Tell us what went wrong. We would rather know.

Call 1300 007 327 or email hello@peartelco.com.au. You will get a reference number, a person looking after it, and a clear answer — and if we cannot fix it, we will tell you exactly how to take it further.