



Spriggy Mobile Network Outage Complaints Handling Process



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1. Purpose

We understand how important it is to keep your service connected and how frustrating it can be when your service isn't working properly. If you've experienced a network outage and are not satisfied with the way it's been handled or the time it took to be resolved, we want to hear from you.

Your feedback, good or bad, helps us improve and do better for you and all our customers. You have every right to make a complaint and it's completely free. We will take your concerns seriously and won't treat you any differently for raising feedback.

2. What is a Network Outage Complaint

A Network Outage Complaint is when you tell us your service has been disrupted, for example if your calls, texts or data are not working, and we determine that the network outage affecting, or likely affecting, your service is considered a 'major' or 'significant local' outage as defined in the *Telecommunications (Customer Communications for Outages) Industry Standard 2024*.

We will not treat your first contact with us for information, support, or to report a fault or service difficulty as a complaint unless, after taking all reasonable steps on first contact, we determine that it is a Network Outage Complaint. If we do determine it is a Network Outage Complaint, we will acknowledge it in accordance with this process.

To help us identify if your complaint is a Network Outage Complaint, we may ask you for some basic information, such as your address or location, which service or services are affected, what symptoms you are experiencing and any troubleshooting steps you have already tried.

If the sole or predominant cause of the outage is a natural disaster, this Network Outage Complaints Handling Process will not apply. In that case, we'll consider whether your matter should be handled under our standard complaints process instead.

We will treat your Network Outage Complaint as urgent if you tell us that the outage poses a serious risk to your health or personal safety (or that of the user of the Spriggy Mobile service).

You can check the status of the Optus network [here](#) to see if you are impacted by any known network outages. Spriggy Mobile also makes information available to customers about its [network outage communication procedures here](#).

3. How to make a Network Outage Complaint

3.1 Contacting us

You can contact us about a network outage via the methods listed below. Should you need another individual to speak to us on your behalf regarding your complaint (**authorised representative**), please let us know. We're happy to assist you in any way we can but will need approval from you to do so.

For help on how to appoint an authorised representative, please contact us via one of the methods below.

Contact method	Details
Phone	1300 640 918
In-app chat	In-app chat in the Spriggy Mobile app.
Email	complaints@spriggy.com.au
Post	Spriggy Mobile, PO Box Q56, Queen Victoria Building NSW 1230

Contact method	Details
Non-English speaking	You can contact the Translating and Interpreting Service (TIS National) on 131 450 or https://www.tisnational.gov.au/
If you are deaf, have a hearing or speech impairment or need extra support	You can contact us through the National Relay Service (around Australia) Monday to Sunday 9am to 5pm, and 10am to 4pm on NSW public holidays (AEST/AEDT), on: Voice Relay (Speak and Listen): 1300 555 727 TTY or SMS Relay: 133 677 NRS Chat: 1300 553 467 NRS Captions: 1300 018 342 or visit the Access Hub at https://www.accesshub.gov.au/

Digital and phone-based support hours: Our team’s hours of operation are Monday to Sunday 9am to 5pm, and 10am to 4pm on NSW public holidays (AEST/AEDT).

If the outage is affecting our usual contact methods, we may make other contact methods available so you can seek help during the outage. Information about those contact methods will be available in our [Network Outage Communication Procedures](#) and on our website.

3.2 If you need extra support

We are dedicated to recognising and supporting our customers in vulnerable circumstances and ensuring you can stay connected. All our staff are trained and will help you to formulate, make and progress a complaint. This includes customers with accessibility requirements, disabilities and consumers from non-English speaking backgrounds.

If you are affected by domestic, family or sexual violence you can request tailored support as well as assistance in making or tracking your complaint. To find out more, access our Domestic and Family Violence Statement [here](#).

If you may also be experiencing financial hardship, whether it be long or short term, we may also be able to provide you with payment assistance. To find out more, access our Payment Assistance Policy [here](#).

4. Network Outage Complaints Handling Process

4.1 Managing Network Outage Complaints

A Network Outage Complaint will follow a different process from other complaint types. Our focus will be on restoring your service as quickly as possible and keeping you updated along the way. You can find out more about our Network Outage Communication Procedures [here](#).

If we assess your complaint as a Network Outage Complaint, we’ll let you know and give you:

- confirmation that we’re treating your report as a Network Outage Complaint;
- a unique reference number for your complaint;
- information about how you can monitor your complaint;
- confirmation that our default resolution is to restore your affected service as soon as practicable;
- details of the contact methods available if you need help during the outage;
- information about where you can find updates about the outage and our written procedures;
- information about where you can find this Network Outage Complaints Handling Process and our Network Outage Communication Procedures;

- details of any general support or remedy options we make available to customers affected by the outage, if applicable; and
- information about what to do if your service still isn't working after we notify you the affected service has been restored.

If, during the outage, you can't access a link we send you, we'll give you verbal or written instructions on how else you can find the relevant information.

Our default resolution is always to restore your service as soon as practicable and take all necessary steps to do this. Outcome times may vary depending on the cause and severity of the outage.

If your Network Outage Complaint is urgent, we'll make all reasonable efforts to help you stay connected during the outage. This may include considering temporary or alternative options available to us.

4.2 Keeping you updated

We'll keep you informed with updates at least every 6 hours during the first 24 hours of the outage. If the service is not restored within one day of the outage occurring, we'll provide daily updates (at least once every 24 hours) until it is. Each update will include any progress, including where possible:

- (a) the scale and cause (or likely cause) of the outage;
- (b) the geographic areas impacted (or likely to be impacted) by the outage;
- (c) the type of outage (mobile, SMS, internet, data);
- (d) the estimated timeframes for updates in relation to the outage; and
- (e) the estimated timeframe for restoration.

If there has been a material change that relates to the outage, we will provide you updates as soon as practicable after we become aware of the change.

4.3 Resolving your Network Outage Complaint

Your complaint will be considered resolved when:

- (a) the services affected by the network outage have been restored;
- (b) we have notified you that the affected services have been restored; and
- (c) we have notified you in writing about the relevant information you need to know, including:
 - (i) how to contact us to make a complaint if you're not satisfied with our default resolution;
 - (ii) what steps to take if your service still isn't working properly;
 - (iii) how you can easily request further assistance from us if your service has not been restored; and
 - (iv) details of any bulk resolution offer we may make available, including any time limit for accepting it.

We will send the notification above as soon as practicable after we let you know that the services have been restored.

We won't close your Network Outage Complaint less than 3 business days after we send you the written information above, unless you tell us earlier that the default resolution has been successful.

If your Network Outage Complaint is classified as urgent:

- within 2 calendar days after sending you the written notification above, we will ask you to confirm that your service has been restored, or alternatively, should we not receive a call back or contact 10 days after the notification, we will close the complaint;

- if you let us know that the default resolution was unsuccessful, we will take steps to restore your affected service no later than 2 business days after receiving your response; and
- we will not close any urgent Network Outage Complaint until your service has been restored.

If you are not satisfied with our resolution or believe the issue is still unresolved, you have the right to make a complaint using our Complaints Handling Process available [here](#).

5. External complaints

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. It is important that you attempt to resolve your concerns directly with Spriggy Mobile prior to reaching out to the TIO.

To lodge a complaint with the TIO you can call 1800 062 058 or contact them via their website <https://www.tio.com.au/complaints>. Please note: it is helpful to provide the TIO with your Spriggy Mobile unique complaint reference number to show you've attempted to resolve your issue with us prior to using their service.