

Complaint Handling Policy

Customer Assistance Option

Do you have a question for PennyTel or need to activate a PennyTel feature?

Then let us help you with your enquiry.

If you have a question about our product, service or your account then you can choose from the range of our contact options. However, some of your answers can be found in our most frequently asked questions (<http://www.pennytel.com/faqs.html>). You'll also find Your PennyTel Account Setting, API's and installation guides for all PennyTel products on the PennyTel Web Portal. (Support Centre > PennyTel Setting).

If you require some specific technical advice, please visit our contact us page to see how to get in touch with PennyTel. Alternatively you can also chat online with our Technical Support Team

Areas of Problem Addressed

Technical Support
Billing and Payment
Verification
Changes to Existing Account
Disconnection
General Customer Service
Plans and Rates

Point of Contact

Online/Live Chat (Monday – Friday 9am -8pm GMT+10 AEST)

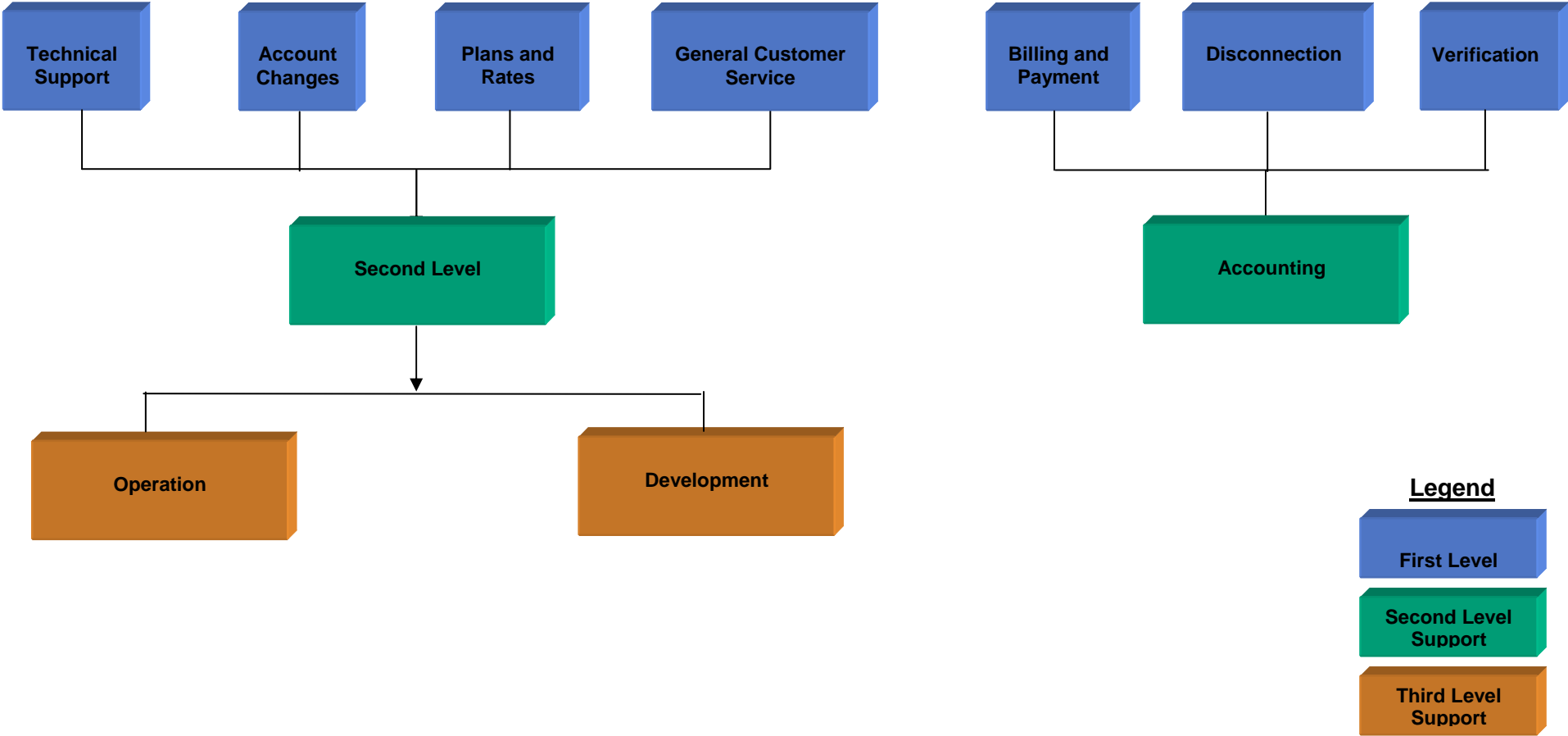
Phone Contact:

777 (on the PennyTel Network)
1300173669

Email:

Technical Support - support@pennytel.com
Billing and Payment – payment@pennytel.com
Verification –verify@pennytel.com
Changes to Existing Account - support@pennytel.com
Disconnection - support@pennytel.com
General Customer Service - support@pennytel.com
Plans and Rates - support@pennytel.com

Support Escalation Process:



PennyTel Complaint handling Process

It is very important that all tickets replies are

- In **Proper English** with no spelling mistakes or grammar errors,
- The replies **MUST ADDRESS** the customer's issue. That is the reply must be accurate, relevant and sufficiently detailed.
- If for **ANY REASON** a staff member is unsure about the reply then it is **EXPECTED** they ask either the second or third level support for assistance prior to replying.

1. First Level Support

1. *Email* – support@pennytel.com

All emailed issues will be initially replied to by the First Level Support with the intention of resolving the issue and closing the ticket. The maximum number of days a ticket should be pending is **One (1)** Day and no longer, unless necessary. If the issue cannot be addressed by the First Level Support member then they will have to notify the customer that their issue has been escalated to Second Level Support. Following this, the respective support staff is to escalate the respective ticket to Second Level Support as shown in Fig. 1. In this case the ticket may take more than 1 day to be resolved.

2. *Live Support*

If the staff members are unable to resolve the customer's issues via Live Support, then they are to open a Support Ticket on behalf of the Customer in the respective support queue based on their issue. They are to supply with the following information on behalf of the customer:

- PennyTel Account Number
- Alternative Contact Number
- Email ID
- All the details of the issue

Please ensure that the customer also is sent a copy of the ticket which has been opened on their behalf. Following this stage the normal support email handling process should be implemented.

3. *Phone Calls*

If the staff members are unable to resolve the customer's issues whilst on the phone, then they are to open a Support Ticket on behalf of the Customer in the respective support queue based on their issue. They are to supply with the following information on behalf of the customer:

- PennyTel Account Number
- Alternative Contact Number
- Email ID
- All the details of the issue

Please ensure that the customer also is sent a copy of the ticket which has been opened on their behalf. Following this stage the normal support email handling process should be implemented.

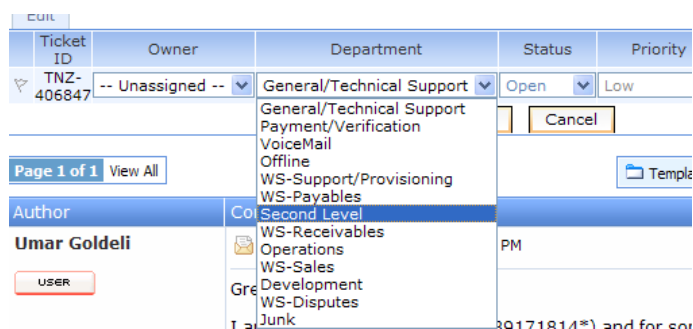


FIG.1 Ticket escalation to Second Level Support

2. Second Level Support

Our Second Level Support Staff are responsible for assisting the First Level Support staff as best as possible and are required to work on Tickets that have been escalated to the Second Level Support queues. Once again, the maximum number of days a ticket should be pending once escalated is **One (1)** Day and no longer, unless necessary. If the issue cannot be addressed by the staff member then please ensure to notify the customer that their issue has been escalated and then the staff member is to escalate the respective ticket to either the Operations Team as in Fig. 2 or the Development Team as shown in Fig. 3. In this case the ticket may take more than 1 day to be resolved.

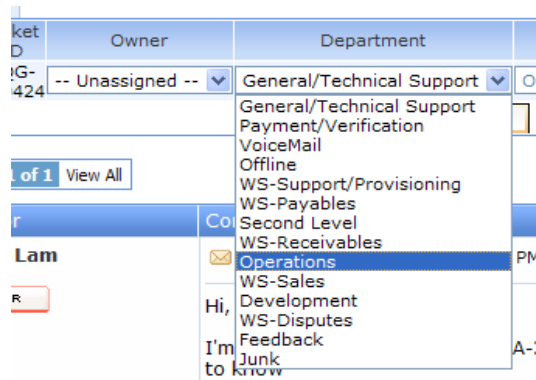


FIG.2 Ticket escalation to Operations Team

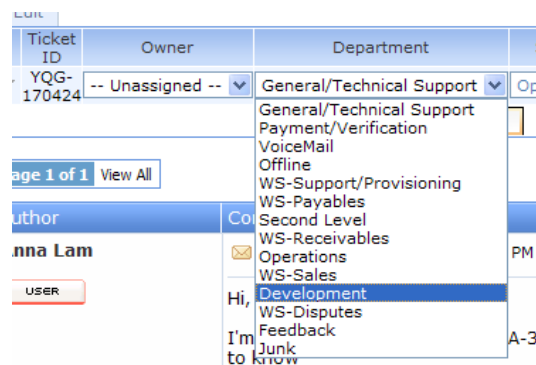


FIG.3 Ticket escalation to Dev. Team

3. Operations and Development Team

Operations Team members and Development Team members are responsible of looking into issue that have been escalated to their areas of responsibility. If for any reason the staff member feels that the tickets have wrongfully been escalated then please advised the support staff and reassign the ticket to the appropriate department.

However, if the staff member is to follow up on the ticket that has been escalated than it will be assumed by all team members that it is the staff member's responsibility to follow up on the issue until it has been closed.