

Customer Complaints Policy

1. What is the purpose of this customer complaints policy?

At One Communications Ltd. ("One"), we welcome both positive and negative customer feedback as opportunities to learn, adapt, improve, and provide better services.

We believe if a customer ("you") wishes to file a complaint or express dissatisfaction with our products or services, it should be easy for you to do so.

This policy sets out how One handles customer complaints and is intended to ensure that complaints are managed fairly, efficiently and effectively and that you feel confident that your complaints are taken seriously and acted upon promptly and equitably.

2. What is considered a complaint?

A complaint is any expression of dissatisfaction lodged with One regarding the products and/or services which it offers including in relation to the conduct of its employees, in relation to such products and/or services, or the lack of action taken by One or any of its employees regarding One's products and/or services in relation to you.

This policy deals with formal complaints lodged by customers with One via one or more of the following forms:

- a) in person;
- b) over the telephone; or
- c) in writing (including via email).

3. How are complaints handled?

When you lodge a complaint via one or more of the forms set out in section 2, One shall acknowledge receipt of your complaint within one (1) business day following receipt of the complaint.

- a) Oral complaints

Where One receives an oral complaint from you in person or over the telephone, the One staff member to whom the complaint is made shall try to satisfactorily resolve immediately in store or over the telephone, if possible.

If the staff member is unable to resolve the complaint immediately, they shall refer the complaint to their manager for resolution.

Where possible, the staff member or manager handling the complaint should suggest an action plan to you to resolve the complaint in a timely manner. If this action plan is acceptable to you, the staff member or manager shall clarify the agreed action plan for complaint resolution with you, including remedies available to you, and shall agree on how the complaint resolution will be communicated to you (for instance, if you will be contacted by follow-up telephone call or email to confirm that the complaint has been properly resolved).

If it is not possible to resolve the complaint immediately or the proposed action plan to resolve the complaint is not reasonably acceptable to you, the staff member or manager will note your complaint in writing and immediately escalate this to the relevant Senior Manager of the department the complaint is associated with (for example, if a complaint made at the retail store regarding your experience in-store, this

complaint would be redirected to the 'Head of Customer Experience'). In such a case, the escalated written complaint will be acknowledged to you within one (1) business day of receipt and the procedure for written complaints set out below will apply.

b) Written complaints

When a complaint is received from you in writing, it will be immediately forwarded to the appropriate manager, who will send an acknowledgment receipt of the written complaint within one (1) business day of receipt.

An investigation into the complaint shall be opened within three (3) business days of receipt of the complaint. If necessary, One may follow up with you for further information or clarification in relation to the complaint. Within five (5) business days of receipt of the complaint, the manager handling the investigation into the complaint should be in a position to provide the results of the investigation to you, either in writing or by arranging a meeting with the individuals concerned.

If it is not possible for the investigation to be properly completed within five (5) business days, you shall be informed of such delays and provided with an estimated time frame for a further response or update, as applicable, by the manager conducting the investigation.

Once the investigation has been completed, you shall be provided with a detailed explanation of the investigation and resolution of the complaint, including remedies available to you.

4. What happens if I am dissatisfied with the outcome of an investigation?

You will have twenty-eight (28) days to contact us if you are dissatisfied with the outcome of a complaint investigation, otherwise we will deem the complaint to be closed. You may also contact the Department of Consumer Affairs or refer the matter to the Regulatory Authority in this timeframe if efforts to resolve the complaint directly with One have been exhausted.

5. How are complaints recorded?

We maintain a database of customer complaints which records the lifecycle of each complaint. Customer complaints are stored on the database for a period of six (6) months following resolution of the complaint.

6. What remedies are available to you?

The remedies available to you will be considered on a case-by-case basis depending on the nature of the complaint and may include (and are not limited to) explanations, assurances and apologies, compensation (in the form of customer credit or otherwise), provision of replacement devices and remedial action.

7. Are the complaints shared?

Yes. Under the Regulatory Authority's Principles of Consumer Protection General Determination, we are required to publish reports of complaints to the Regulatory Authority setting forth anonymized statistical data on complaints received.

8. Are there complaints which One is not required to deal with?

Yes. One will not be required to deal with complaints that would be regulated by the Personal Information Protection Act 2016 or any other legislation where consumers would need to follow the complaints procedure under the relevant legislation.