

COUNTRYTELL CUSTOMER CHARTER

Countrytell is an organisation where service and customer satisfaction are at its core.

We are a social enterprise driven by a social mission – to connect communities, especially in the regions.

Countrytell is a supporter of the Telecommunications Consumer Protection Code and our Customer Charter embraces the aims of the code.

General Rules

- 1 **Plain Language** We communicate with you in simple, plain language.
- 2 **Quality of Information** The information we provide you is accurate, relevant, current and timely.
- 3 **Access to Information** We communicate with you in a manner appropriate to the circumstances, having regard to industry standards on providing information to consumers with disabilities. We ensure information can be downloaded from websites and that our websites are accessible.
- 4 **Complying with the Law** We comply with all applicable law in dealing with you.
- 5 **Dealing appropriately with Consumers** Our sales representatives will deal with you courteously.
- 6 **Authorised Representatives** We ensure you can easily use an Authorised Representative to act on your behalf.
- 7 **Advocates** We ensure you can easily use an Advocate in dealing with us.

Consumer, Sales, Service and Contracts

Telecommunications Offers

- 8 **Communication of Offer** We communicate our Offers in a clear and accurate way that is not misleading to allow you to make informed choices.
- 9 **Summary of Offer** We provide a concise written summary of each of our Offers on our website and make a copy of a summary available to you upon request.
- 10 **Other relevant information** We provide ready access to all other relevant information about Telecommunications Products currently offered by us, beyond that which is covered in the summary of each Offer, to assist you to assess those Telecommunications Products.
- 11 **Meeting your needs** Where you identify a particular need to us, we will indicate if we have an Offer that may suit your identified need. If so, we provide you with information about it to assist you to assess the suitability of it against that need.
- 12 **Remedies for inaccurate information** If we provide inaccurate information to you regarding an Offer and you have relied on it to decide to take up that Offer, we will provide the correct information and will offer a remedy that is appropriate in the circumstances for you.

Advertising

- 13 **Content of Advertising** We include all important conditions, limitations, qualifications or restrictions about an Offer in our Advertising to allow you to make informed choices and to avoid you being misled.
- 14 **Advertising medium** We provide a level of detail in our Advertising which is appropriate to the manner in which the Advertising is displayed to you.
- 15 **Special Promotions** We communicate any important limitations which apply to special promotions of Products so you are informed of the limitations.
- 16 **Information to recontracting Customers** We will inform you of features available on new plans, including spend management tools, when you recontract with us.
- 17 **Compliance Processes** We maintain review processes to ensure that our Advertising complies with the law and this Code.
- 18 **Standard charges in text advertising** We will display standard call and other prices when we advertise included value plans in text advertising. We will provide a way to find that information with small ads.
- 19 **Disclaimers** We will make disclaimers clear and understandable in our advertising.

Selling Practices

- 20 **Fair sales practices** We ensure our Sales Representatives promote and sell our Products in a fair and accurate manner for your protection.
- 21 **Accurate descriptions of products** We provide information about our Products in a comprehensible and truthful manner, without exaggeration.
- 22 **Appropriate behaviour** We interact with you courteously in a fair and accurate manner.
- 23 **Consent** We obtain your consent before you enter a contract with us.
- 24 **Promoting Transfers** We communicate with you about Transfers in a fair and accurate manner, to allow you to make an informed choice.
- 25 **Recording calls** We inform you if we are recording a phone call between us and you.

Consumers with different needs

- 26 **Languages** Our Sales Representatives can communicate with you effectively in English.
- 27 **Consumers with disabilities** If you have a disability and have disclosed special needs to us, then we provide information about any Products we offer which specifically suit those needs.
- 28 **Disadvantaged or vulnerable consumers** We cater for the needs of disadvantaged or vulnerable Consumers.

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Customer Contracts

- 29 **Presentation** Our Standard Form Customer Contract is available on our website where you can easily locate, access and read them.
- 30 **Content** Our Standard Form Customer Contract is in plain language, clear, consistent and contains all the terms of our Offers in a logical order that is easy to follow.
- 31 **Unfair Terms** We do not include terms which would be Unfair in our Standard Form Customer Contracts.

Customer Service

- 32 **Effective service** We deal with enquiries by you in a timely and effective manner.
- 33 **Assessing performance** We seek feedback from you on how we deals with Customer enquiries and make improvements to our Customer Service processes and practices based on this feedback.
- 34 **Personal information** Your Personal Information is protected from unauthorised use or disclosure and dealt with by us in compliance with all applicable privacy laws.
- 35 **Authority** We obtain appropriate authority before we accept the appointment of a person as an Authorised Representative for you. The process of appointment is not unduly difficult to complete.
- 36 **Customer Service Charter** We may have a Customer Service Charter.

Billing

- 37 **Information about charging and Bills** We make available to you information about our Billing procedures and Billing Options prior to you becoming a Customer.
- 38 **Charging Policies and Rules, Charging for Bills** We supply you with a Bill using a Bill Medium that you have been advised of, and make all information about your Billing available to you.
- 39 **The Bill** Your Bill contains relevant Billing information. We describe items and categories in a Bill in a sufficient manner and with sufficient detail to enable you to identify individual components of the Bill and readily understand them. We do not release a new product, feature or service without having appropriate Billing arrangements in place.
- 40 **Timing of Bill** Our Bills are issued to you in a timely manner. We incorporate all Charges relating to the current Billing Period into the Bill unless events beyond our control make this impossible.
- 41 **Verifying Charges** We provide sufficient information to you to allow you to verify that Charges are correct. We provide, and are able to verify and demonstrate, Billing Accuracy. Itemised details of all Charges relating to our Products are made available to you.
- 42 **Payment Options** We facilitate the easy payment and verification of payment of Bills by you. Payments are processed in a timely manner.

- 43 **Direct Debit** If we offer Direct Debit facility we ensure that you can, on request, verify all Charges and Direct Debit authorisation details.

Credit Management

- 44 **Access to Credit Management Information** We provide at no cost all information relevant to Consumers regarding our spend management tools and security tools.
- 45 **Responsible Provision of Telecommunications Products** We undertake a Credit Assessment prior to providing a post-paid telecommunications product.
- 46 **Information Provision if Service is Restricted at time of application** If we decide to place a restriction on the supply of or access to a Telecommunications Service we will provide you with information about the restriction.
- 47 **Security Deposit** If we require a Security Deposit we provide you with information about the terms of that Security Deposit, including the circumstances in which the Security Deposit may accrue interest, be forfeited or be repaid.
- 48 **Spend Management Tools** We provide you with access to tools to allow you to monitor or limit your spend on a Telecommunications Service.
- 49 **Information about Processes** We provide you, at no cost, with timely access to such information as is necessary to allow you to be informed of our payment and debt collection processes.
- 50 **Restriction or disconnection of Service** We ensure you are given adequate notice regarding a decision by us to Restrict, Suspend or disconnect your Telecommunications Service for credit management reasons.
- 51 **Fair Credit Management Process** We ensure that you are treated with fairness in relation to the Credit Management process.
- 52 **Credit Management for Disputed Amounts** Credit Management action and reporting is not undertaken by us in relation to a specified disputed amount that is the subject of an unresolved Complaint.
- 53 **Debt Collection** Our arrangements with debt collection agents include provisions which comply with the requirements of legislation, and debt collection codes and guidelines as determined from time to time by recognised bodies such as the ACCC and ASIC.
- 54 **Financial Hardship Policy** We have a Financial Hardship policy and ensure that it is easily accessible to Consumers.
- 55 **Financial Hardship Assessment** We assess your eligibility for assistance under our Financial Hardship policy in a fair and timely manner.
- 56 **Communication of Financial Hardship Arrangements** We communicate to you all necessary details of your arrangements under a Financial Hardship policy.

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- 57 **Credit Management in Financial Hardship** We suspend Credit Management actions whilst an arrangement made under a Financial Hardship policy is in place unless you agree otherwise or there is a breach by you of that arrangement.

Changing Suppliers

- 58 **Obtaining Consent** We use reasonable endeavours to ensure that you are only transferred to us after you provide us with your consent to such Transfer.
- 59 **Ensuring Informed Consent** We take all reasonable steps to ensure that the consent obtained from you to transfer to us is informed consent.
- 60 **Information to be Provided Regarding a Transfer** We provide information to you about;
- us;
 - the Transfer process; and
 - lodging a Complaint about the Transfer process;
- at the time at which a Transfer to us is proposed by or on behalf of us or is requested by you.
- 61 **Validation of transfer** When we offer to transfer your service we will advise you that it is subject to validating that the service can be transferred.
- 63 **Consumer to be Kept Informed** During the Transfer process, we keep you informed of any changes in the process of the transfer to us which may affect you, or changes to the estimated time by which the Transfer to us will be completed.
- 64 **Notification of Completion of a Transfer** We notify you when a Transfer to us is complete.
- 65 **Keeping Records regarding Transfers** We keep records to enable you to verify that the process of a Transfer to us was undertaken in accordance with the code.
- 66 **Accessing Records regarding Transfers** At your request, we provide you access to records maintained by us regarding a Transfer to us for a minimum period of 2 years following completion of the Transfer.
- 67 **Verification of Transfers** We are responsible for the acts or omissions of our Sales Representatives engaged in undertaking a Transfer to us.
- 68 **Sale of Supplier's Business or Supplier Re-organisation** If we propose to Transfer your Telecommunications Service as the result of a sale or Corporate Reorganisation of our business, we will notify you prior to that Transfer being initiated and of any rights you have to terminate your contract.
- 69 **Change of wholesale provider** If we propose to move your service to a different network we will notify you prior to that move being initiated and of any rights you have to terminate your contract.

Complaints Handling

- 70 **Provision of Complaint Handling Process** We provide you with a Complaint handling process which is accessible, transparent; easily understood and free of charge, and which provides for the timely and fair resolution of Complaints.
- 71 **Complaint Management** If you make a Complaint to us, you will be treated with fairness and courtesy, and your Complaint will be dealt with objectively and efficiently by us.
- 72 **Complaint Analysis** We analyse our Complaint information to identify and prevent the recurrence of Complaints arising from systemic issues.
- 73 **Resourcing of Complaint Handling Processes** Our complaint handling processes are sufficiently resourced to ensure that we will meet our obligations to you and under this Code.
- 74 **Record Keeping** We keep records of Complaints which:
- include identification of the Consumer making the Complaint, the nature of the Complaint, the steps taken to address the Complaint and the resolution, if any of the Complaint; and
 - enable us to manage, monitor, analyse, record and report on Complaints.

Compliance

- 75 **Promoting Code Awareness** We promote the public awareness and staff awareness of this Code.
- 76 **Code Compliance Process** We comply with this Code and develop processes to ensure ongoing compliance.
- 77 **Code Compliance Statements** We provide to Communications Compliance statements attesting to our compliance with this Code.
- 78 **Code Achievement Plans** If we are unable to comply with the Code we provide to Communications Compliance a plan to rectify the issue and achieve compliance.
- 79 **Compliance Monitoring Requests** We respond to Compliance Monitoring Requests from Communications Compliance.
- 80 **Obligations Regarding Communications Compliance** We do all things reasonably necessary to assist the CC to perform its functions.