

THEBUZZ CORP PTY LTD ACN 120 408 166

COMPLAINTS & DISPUTES POLICY

This Complaints And Disputes Policy is a part of TheBuzz's General Terms And Conditions and is intended to ensure that Customers are aware of their rights in relation to complaints and disputes. This Complaints And Disputes Policy does not limit or reduce the Customers' obligations or affect TheBuzz's rights under the General Terms and Conditions.

TheBuzz Customer Service Guarantee

TheBuzz expects to provide the best service and is committed to addressing customers' concerns. TheBuzz's ability to provide the best service can, however, be affected by factors beyond its control.

If TheBuzz has failed to meet your expectations, please let us know. Our contact details are below. We will do everything within reason to make TheBuzz experience a positive and pleasant one for each customer.

Making a Complaint

TheBuzz will promptly answer telephone calls, emails, letters and faxes.

If you contact The Buzz with a complaint, you will be provided with the name and contact details of a team member who will personally deal with your complaint without delay or excuse. If making a complaint, you must provide full details in order for TheBuzz to properly consider and deal with your concern.

Complaints will be logged and dealt with according to the procedures set out in the General Terms and Conditions. If it is necessary to carry out any inquiries arising from a complaint:

- The Buzz will inform you what the inquiries are about;
- who will conduct the inquiries;
- when you may expect a response; and
- during the course of an inquiry, keep you informed of our progress.

Inquiries will be carried out promptly having regard to the nature of the complaint.

TheBuzz will aim to resolve all complaints within 30 days of receiving notice. Complaints that are not resolved within that period will be responded to in writing with a proposed course of action and, where appropriate, with notification of the outcome of any inquiries.

Internal Review of Complaints

If you are not satisfied by a response to a complaint, you may contact our Customer Relations Manager, who will provide an independent review and report of your complaint and an additional point for personal contact.

External Review of Complaints

If you are dissatisfied with the outcome of your complaint and The Buzz's efforts to resolve it you may contact the:

- Telecommunications Ombudsman; or
- The Australian Communication and Media Authority; or
- The Australian Competition and Consumer Commission, for trade practices issues.

Changes to this Complaints & Disputes Policy

TheBuzz may make changes to this Complaints & Disputes Policy from time to time for any reason. If so, the changes will be published on the TheBuzz website.

Contacting Us

Further information regarding this Complaints & Disputes Policy may be obtained by contacting TheBuzz at:

Telephone: 1300 552 889
Email: enquiries@thebuzzcorp.com
Post: PO Box 987 Nedlands WA 6909
www.thebuzz.com