



Complaint Handling Policy

MBIT takes all complaints seriously. We will do our best to resolve all complaints in a timely and efficient manner. Our staff are highly trained to deliver the service levels you expect and will work with you until issues are resolved.

To lodge a complaint call, email or write to us:

Phone: 1300 241 899

Email: support@mbit.com.au

Mail To: 36-38 Main Road Boolaroo, NSW, 2284

Complaints Process

Lodging complaints is best done via phone. This allows our staff to deal with your issue immediately. There are no costs associated with making a complaint within business hours, however standard support charges may apply if technical support is required to resolve the issue. Out of business hours support will have a minimum 1 hour support charge. Our support charging policy is available on our website: <https://mbit.com.au/services/support-charges/>

Not all issues can be immediately resolved, however if your issue is not then we will escalate the issue to the appropriate parties for resolution. Please allow up to 15 days for this process. MBIT staff will update you throughout the process when information is available. If the issue is going to take longer than 15 days then MBIT staff will contact you and explain to you how the issue is best going to be resolved in a timely manner. For email please allow 24 hours for MBIT to receive your complaint and to action it. For mail please allow up to 7 days for MBIT to receive your complaint and to action it. If your issue is urgent, calling us on 1300 241 899 and explaining the situation will result in the quickest resolution time. You have the option of using an authorised representative, please contact us to arrange this.

Once complaints are resolved, you will be contacted to ensure you are happy with the resolution. MBIT will then close the ticket or continue to work with you on the matter. All issues raised by MBIT will be recorded in our ticketing system, and used to provide service improvements.

If after going through the complaint resolution process you are still unhappy, you have the option of contacting the Telecommunications Industry Ombudsman, see <http://www.tio.com.au/making-a-complaint> for more details.