Complaints Handling Policy

nbn and Australian mobile services

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If you are unhappy with your BambooSIM nbn or Australian mobile service, bill or the way we have handled a request, tell us. You have a right to complain, and we will help you make and progress your complaint free of charge.

This policy covers Home, Fixed Wireless and Business nbn services and Australian mobile services supplied by BambooSIM Pty. Ltd. It explains ordinary complaints first, followed by the separate process for complaints about major or significant local network outages.

Contact us

Channel	Contact details and hours
Live chat	bamboosim.com/support | messages accepted any time
Email	support@bamboosim.com | messages accepted any time
Support tickets	Support Centre, web portal or BambooSIM app | messages accepted any time
Phone	02 6422 6266 | 9am-5pm Monday to Friday (Melbourne time)
Post	BambooSIM Pty. Ltd., 470 St Kilda Road, Melbourne VIC 3004, Australia

Use these channels to make or follow up a complaint, report an outage or request payment assistance. Digital messages can be submitted at any time. A person responds when available; if a person is unavailable on chat or phone, a message is taken for follow-up. The same phone number handles these requests and safe callbacks during the hours above. Normal call or data charges may apply; BambooSIM does not charge a complaint-handling fee.

Tell us what happened

Give us your name, service address or affected mobile number, an account reference if available, the issue, when it started and the outcome you would like. Include an existing ticket or complaint reference if you have one. We will help if you do not have all the details.

You do not need to use the word complaint. If you express dissatisfaction and expect a response, we will treat it as a complaint. If we are unsure, we will ask. A first request for technical help is normally a fault report unless you want to complain, or the network-outage process applies.

Help to make a complaint

You can nominate an authorised representative or advocate. We will check their authority in a way that suits the circumstances and protects your account. Ask for help with language, reading, disability or accessibility needs, or request a copy of this policy in a suitable format.

If you are deaf, hard of hearing or have a speech communication difficulty, use the National Relay Service and ask to connect to 02 6422 6266 during our phone hours. TTY: 133 677. Voice Relay: 1300 555 727. SMS Relay: 0423 677 767.

If contact with us could put you at risk, tell us a safe contact method and time. We will follow the communication arrangements agreed with you and offer the support explained in our Domestic Family and Sexual Violence Support Statement.

Ordinary complaints

We try to resolve your complaint when you first contact us. If it needs investigation, we give you a reference, explain how to check progress and agree on a suitable way to keep in touch. We investigate the issues, consider the outcome you want and explain our proposed resolution and reasons.

What happens	When
Acknowledgement	Immediately for phone, live chat or another live or near-live app conversation; within 2 working days for email, post and other written messages.
Proposed resolution	Within 10 working days of receiving an ordinary complaint.
Urgent complaint	Propose a resolution and, if you accept it, implement it within 2 working days.
Agreed resolution	Implement within 5 working days of your acceptance, unless you agree otherwise or an action you agreed to take is still outstanding.
Billing-error complaint	Resolve by the end of the billing period immediately following the current billing period, or within 30 calendar days, whichever occurs first.

Working days exclude weekends and gazetted public holidays where your service premises or principal place of business are located. We explain any delay as soon as we know about it, give a revised timeframe and explain escalation options. We provide written confirmation of the resolution within 5 working days after completing our investigation.

Urgent complaints

Tell us immediately if your complaint involves a threat to your or your children's safety connected with domestic, family or sexual violence; an imminent or completed disconnection where the correct process was not followed; or financial hardship that the issue could worsen while you have applied for or receive assistance. We also recognise any applicable priority-assistance complaint, although our nbn plans do not include a medical priority-assistance service.

Escalation and independent help

Ask for escalation through any contact channel if you are dissatisfied with progress, timing or the outcome. We refer the matter to the responsible company officer for review, explain our escalation and prioritisation processes and provide TIO information within 24 hours. If you request escalation or prioritisation, we assess it within 5 working days and act on a reasonable request.

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. Call 1800 062 058 or visit tio.com.au/complaints. You do not need to complete every internal escalation step before seeking TIO help.

We also provide TIO information at the required stages of a complaint, including relevant delays and complaints still unresolved after 30 calendar days. We will not cancel your service simply because you seek independent dispute resolution. While investigating a disputed charge, we apply the required protections against collection or disconnection for that disputed amount.

Closing your complaint

We explain the outcome and normally close a complaint with your consent. If we reach an impasse, we explain our position and your external review options. If we cannot reach you, we make at least five attempts on different calendar days within ten calendar days, then write with details of those attempts and allow at least ten working days for you to respond before closing it.

Network outage complaints

This separate process applies when we have reason to suspect a major or significant local network outage is preventing your service from working and your service is likely to be affected. We assess your report even if you do not ask to make a complaint. Outages predominantly caused by a natural disaster follow the ordinary complaints process where applicable; outage communications and urgent assistance continue under the Network Outage Communications Policy.

Reporting and checking the outage

Use the contact details on the first page and tell us if help is urgent. Request a person through chat or call 02 6422 6266 during our phone contact hours, 9am-5pm Monday to Friday (Melbourne time). Human assistance is subject to availability; if a person is unavailable, a message is taken for follow-up. Digital message intake is available at any time. If an outage affects a normal channel, we publish available alternatives through the Support Centre.

We may ask for your service address or affected mobile number, when the problem started and basic connection information. We check available network notifications and service information. If the report is not a network-outage complaint, we still investigate the fault and consider whether it is an ordinary complaint.

Acknowledgement and updates

Once we identify a network-outage complaint, we acknowledge it as soon as practicable. We provide a reference, explain that the initial resolution is restoration of your service as soon as practicable, and tell you how to obtain live assistance, updates and this process. We explain any general remedy offered for the outage; no particular credit or temporary service is promised automatically.

Our Network Outage Communications Policy explains the channels, contents and timing of outage updates. For qualifying outages we update information at least every six hours in the first 24 hours, then at least every 24 hours, and sooner when there is a material change. You can check progress through our Support Centre or contact us with your reference.

Urgent assistance

Tell us if the outage creates a risk to your personal safety or a serious health risk. We treat the network-outage complaint as urgent and make all reasonable efforts to help you stay connected, considering practical interim options with you. In an emergency, call 000 using another available connection. These internet-only plans do not include phone or emergency calling.

Restoration and follow up

We take the actions within our control to restore service as soon as practicable and escalate network faults to the relevant network provider. When we believe the outage is fixed, we notify you in writing, explain what to do if your service still fails, identify any general remedy and explain how to seek a further resolution.

For an urgent network-outage complaint, we seek your confirmation within 2 calendar days of the restoration notice. If you tell us the service still does not work, we take the necessary actions within our control to restore it within 2 working days of your response. We do not close the urgent complaint until the required checks and follow-up actions are completed.

For other network-outage complaints, we wait at least 3 working days after the restoration notice before closing the complaint, unless you confirm earlier that the service is working. If you seek compensation or another outcome beyond restoration, we record and link a further ordinary complaint. Consumer-law remedies, required refunds and billing corrections remain available.

Your information

We keep complaint records and related communications, protect access to them and use them to investigate issues and improve service. Our Privacy Policy explains our general privacy practices. Statutory rights continue to apply throughout this process.