



Complaint Resolution Policy

Document Details

ABSH is committed to providing quality services. If you are unhappy with any aspect of your services, we want to hear from you. We are committed to resolving any dispute or complaint that may arise.

In the first instance, any complaints should be directed to your Technical Account Manager (TAM) or the accounts team at accounts@ABSH.com.au as appropriate. If you are unsure whether to direct your complaint to your TAM or the accounts team, please contact your TAM who can advise you further.

If after contacting your TAM or the accounts team, you remain unsatisfied with their response to your complaint, you can request an escalation via your TAM or the accounts team or by emailing admin@ABSH.com.au.

If, after escalating your complaint, you remain unsatisfied with their response you may be assisted by the Telecommunication Industry Ombudsman scheme. Further information is available at www.tio.com.au or 1800 062 058.