

**Community Telco Australia**  
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## **Customer Communication Policy**

Community focus is the defining feature of Community Telco. This translates into personalised, local service, and honest and open communication with our customers.

### **Principles of communication**

We will use language that is accessible and unambiguous. The tone used will depend on the purpose of the communication and audience, but generally it will be clear and straightforward rather than stilted and formal.

We are committed to providing customers with the information that they require in a timely manner, and will make every effort to ensure that the information that we provide is accurate, relevant and current.

### **Methods of communication**

We will communicate using methods that are accessible, relevant and user friendly.

We aim to service the needs of people with disabilities and those with special needs by providing them with access to appropriate resources, such as interpreter services and telephone typewriter services, as required.

Customers can communicate with us using any of the following mediums:

- Verbally – either in person over the counter or over the phone
- In writing – either through the mail, via fax, email or via the contact us links on our website
- Other - through comments and feedback provided on surveys or within customer focus groups

We will communicate with our customers using any of the following means:

- Verbally – either in person, over the counter or over the phone
- In writing – either through the mail, fax or via email
- Using our website [communitytelco.com.au](http://communitytelco.com.au) Through our product offers and customer facing documentation, using customer feedback and survey channels or within customer focus groups

### **Staff training and empowerment**

Our staff have the training and skills required to communicate effectively with customers regardless of whether it relates to a general enquiry, service difficulty or fault.

During all interactions our staff will:

- identify themselves by first name when dealing with you
- deal with an authorised representative (when necessary), and on request will deal with an advocate if the advocate can be appropriately identified and authorised by the account holder
- record interactions in the appropriate format (when necessary)

## **Authorised representatives and advocates**

Prior to dealing with either an authorised representative or an advocate we will ensure that both the customer and the nominated representative understand their rights of authorisation and the level of access they have to customer information.

## **Monitoring, evaluation and review**

Our adherence to this policy will be monitored via customer complaints and feedback and within training and coaching sessions.

For further information please phone Community Telco on 1300 743 303.