



*Australian Phone* **Company**

## Customers with disabilities

We value all customers and will escalate and treat all enquiries from Consumers with disabilities as urgent where you are a Priority Assistance Customer (under the Priority Assistance for Life Threatening Medical Conditions Code) and the complaint relates to the service for which you receive **Priority Assistance**.

Our Customer Care team are fully trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply. After that, the complaint will be managed under within two working days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be.

We do not currently offer any Telecommunications Products specifically suited to users with a disability.

For information about suppliers and types of equipment available, please contact the NRS Helpdesk on 1800 555 660 (voice), 1800 555 630 (TTY), 1800 555 690 (fax).

In all instances, please Contact Us first and we will assist you and where needed, we will also guide you to the appropriate service.

**If you have any questions regarding your service call us on**

**03 9999 82 89**

**[www.australianphone.com.au](http://www.australianphone.com.au)**