

# Customer Care Policy

## 1. Introduction

Rocket Mobile is committed to providing high-quality telecommunications services and excellent customer care. This document sets out how we'll work with you and what you can expect from us.

We've developed this policy in line with the [New Zealand Telecommunications Forum \(TCF\) Customer Care Code](#) to make sure we're meeting - and hopefully exceeding - industry standards.

## 2. Customer Care Policy

### 2.1 Standards of Engagement

We commit to treating customers with respect, fairness, and courtesy at all times. Our interactions will be collaborative, and we will honour the rights and obligations set forth in our terms of service. If you authorise a support person or agent to act on your behalf, we'll work with them co-operatively.

### 2.2 Information Disclosure

We believe in transparency. You will always get clear, accurate, and timely information about:

- Plan pricing details;
- Any additional fees or charges related to your service
- Service limitations; and
- Factors that might affect your service performance.

## 3. Complaint Handling Principles

We value your feedback and respect your right to complain. If you're not satisfied with any aspect of our service, we want to hear from you.



We accept complaints through various channels, including, via email, in writing, or through online platforms. We ensure that complaint handling is impartial and consistent for all customers.

#### **4. Complaint Handling Process**

Rocket Mobile commits to acknowledging all customer complaints within three working days. Our goal is to resolve complaints within 20 working days.

For complex issues or those involving third parties, if a complaint remains unresolved after 10 working days, Rocket Mobile will collaborate with all relevant parties to establish a mutually agreeable resolution timeline.

We'll keep you informed about the status of your complaint and explain any delays. When your complaint is resolved, we'll notify you in writing by email.,,

#### **5. Escalation and Further Recourse**

If you're not satisfied with our response, you can ask for your complaint to be escalated within Rocket Mobile through our internal escalation path.

If we still cannot resolve your complaint to your satisfaction, you have the right to take your complaint to the Telecommunications Dispute Resolution (TDR) scheme. The TDR is a free and independent service that can help resolve complaints about telecommunications services.

#### **6. Privacy and Information Handling**

We take your privacy seriously and will:

- Maintain the confidentiality of your information;
- Use your information solely for the purpose of addressing the complaint; and
- Adhere to the Privacy Act 2020 and the Telecommunications Information Privacy Code 2020.



## 7. Monitoring and Compliance

To ensure we're providing the best possible service, we:

- Regularly review and analyse complaint patterns to identify areas of improvement; and
- Comply with TCF monitoring and reporting requirements, including participation in mystery shopper exercises and audits.

## 8. Training and Awareness

We ensure all staff are properly trained on these policies and procedures, with a focus on respectful and effective customer engagement. We prominently publish this customer care policy on the Rocket Mobile website, for easy customer access.

## 9. Review and Amendment

We review and update this policy at least every two years or as necessary to ensure compliance with the TCF Customer Care Code and to accommodate changes in business operations or regulatory requirements. We incorporate feedback and learnings from complaint handling and monitoring activities to enhance our customer care practices.

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