



Australian Complaints Handling Policy

Complaints Handling (Australian Consumers)

Twilio strives to serve all of our customers, so that you can build the products and services that you aspire to. We always aim to resolve issues before they reach a formal complaint stage. However, we understand it doesn't always play out like this despite our good intent and efforts, and we are here to support you then, too.

If you are an Australian Consumer with a complaint about Twilio or our products and services, this Policy applies to how we will handle your complaint. This Policy outlines the complaints process, and what you can expect from us.

What is a complaint?

A complaint means an expression of your dissatisfaction made to Twilio about:

- our products or services;
- the application of this Policy/our Payments Assistance (Financial Hardship) Policy; or
- any decision in relation to the above-mentioned Policies,

where you explicitly or implicitly expect a resolution from Twilio.

Where you are unhappy with our product or service, or, our decision or handling of a given matter, you have the right to make a complaint, at any time, and it is free of charge for you to do so. We don't treat the first time you contact us to request information, support or report a fault of service difficulty as a complaint, unless you ask us to.

When and how can you complain?

You can make a complaint, at any time, using the following contact methods:

- **Phone:** Call +61 7 4519 4014;
- **Email:** support@twilio.com;
- **Online:** [Contacting Twilio Support page](#); or
- **Mail to:**
Level 19, 2 Market Street,
Sydney, New South Wales,
Australia, 2000

If you would like to nominate or appoint another person (i.e. an Advocate or an Authorised Representative) to communicate with us or make/ handle a complaint on your behalf, Twilio can assist you with that nomination. Twilio will need the representative to show us documentary proof that you have authorised them to communicate with us, or/and, want them to act on your behalf (i.e., a power of attorney, or, a letter of authorisation signed by you).



What will happen when you make a complaint?

If you reach out to us with a complaint, we will acknowledge the receipt of your complaint, and where necessary our support staff will clarify the nature of the complaint with you. Where you have expressed general dissatisfaction and you are uncertain if you wish to make a complaint about your issue, our support staff will clarify with you if you want your issue handled as a complaint in accordance with this Policy.

Where possible, we will try and resolve your complaint on first contact.

We will always:

- acknowledge that the complaint has been received;
- provide a unique reference number or some other unique identifier for the complaint;
- provide instructions about how the complaint can be monitored for progress;
- complete an initial assessment of the complaint;
- complete an investigation of the complaint; and
- provide a response to a complaint and proposed resolution.

We will always let you know of our decision in response to the complaint and clarify the resolution, before closing the complaint.

If you are not happy with the proposed solution or if we advise you that we are unable to resolve your complaint, or assist you, you are able to contact the TIO for external dispute resolution. The Telecommunications Industry Ombudsman (“TIO”) contact details are below.

Urgent complaints

Twilio is committed to resolving the complaints promptly and expeditiously. However, the time required to investigate and resolve a complaint is determined by its seriousness and complexity of the issue, and. Our investigation process begins as soon as we become aware of your complaint.

All complaints are important to us, and we try to resolve the complaints in a timely manner. However, under some circumstances where the nature of complaints indicates that it is Urgent, we will prioritise such complaints . “Urgent complaints” will be resolved within two days (or, if not possible due to the nature of the complaint, we will keep you informed about the expected timeframe for the resolution).

“Urgent complaints” include:

- those raised by Australian Consumers who may be suffering financial hardship, and are raising a complaint about our handling of a matter under our Payment Assistance Policy (please refer to Twilio’s [Payment Assistance Policy Summary](#)); or
- where disconnection of service has occurred, or an imminent disconnection of service is apparent (and where we haven’t followed the right process in disconnecting your service).



Complaint escalations

We try to find a workable and timely solution to complaints, but if you are dissatisfied with the process you are able to request an escalation of your complaint, verbally, or, through the written complaints channel you are using.

We will escalate your complaint if:

- you request it to be escalated;
- you request to speak with a manager;
- we are not sure how to resolve the complaint; or
- if we become aware that you aren't satisfied with the outcome of your complaint.

If your complaint is escalated, what happens?

Your escalated complaint will go through our internal dispute resolution process, which may involve more senior managerial review and/or the involvement of Twilio's Legal team to consider the escalation. At any time during this process, and/or if you'd prefer an independent investigation, you can contact the Telecommunications Industry Ombudsman ("TIO"). Contact details for TIO are set-out below.

We will not cancel your service for the sole reason that you were unable to resolve the complaint directly with us and you contacted the TIO.

Timeframes

Action	Time frame
Acknowledge we have received a complaint	Immediately, by phone (if received by your account manager or customer support agent) Within 2 working days, if the complaint is received by a recorded telephone message, or, in writing (including by email, post, through our website)
Resolve urgent complaints	Within 2 working days of the receipt of complaint
Resolve most non-urgent complaints	Within 15 working days
Implement the resolution agreed on	Within 10 working days

Frivolous or vexatious complaints

Twilio will not dismiss complaints as frivolous or vexatious without exhausting all possible options to resolve and escalating where required, in accordance with the process detailed in this policy.

Twilio will not close your complaint unless a resolution is reached or you expressly agree to close it, provided that the complaint is not determined to be frivolous or vexatious; or we are unable to make contact with you at the contact details you have provided to us.



If, after careful consideration, proper investigation, and appropriate internal escalation of a complaint we reasonably conclude that your behaviour, or complaint is frivolous or vexatious we may decide not to continue to deal with the complaint. If we make such a decision, we will advise you of our reasons for the decision. You have the option for external dispute resolution, including contacting the Telecommunications Industry Ombudsman (TIO), and the TIO contact details are set-out directly below.

Contacting the TIO:

Online

Use their [online complaint form](#) to make a new complaint.

Phone

Call them on 1800 062 058

Email, Fax, or Mail options are also available at their website here:

<https://www.tio.com.au/contact-us>

Accessibility and accommodations

If you require Twilio to make accommodations in the handling of your complaint based on language issues, disadvantage, disability, or any other special needs, please let us know how we can best assist.

The Translating and Interpreting Service (“TIS”) is also available to help Twilio communicate with you, if you have a culturally and linguistically diverse background. TIS offers 160 different languages and are available for immediate and pre-booked phone or on-site conversations. You can contact TIS on 131 450, or, you may request that Twilio contact the TIS on your behalf.

If you have a hearing or speech impairment and need special assistance to communicate with us, you can use the National Relay Service at:

- a. **Phone:** 1800 555 660; or
- b. **Website:** <https://www.accesshub.gov.au/>.

Consumer Protection

Twilio is committed to fulfilling its obligations to its Australian Consumers in accordance with the Telecommunication Consumer Protections Code (TCP). For more information on the TCP, you may refer to this online information Brochure:

[Telecommunication Consumer Protections Code](#)