

1. Purpose

1.1 Fibrenet Broadband Pty Ltd (ABN: 82 686 728 772) is committed to providing a safe, respectful and supportive environment for our staff, contractors, customers and members of the public.

1.2 The safety, wellbeing and dignity of our staff is paramount. Our staff have the right to perform their duties without being subjected to abuse, threats, aggression, harassment, intimidation, unreasonable conduct or violence.

1.3 We understand that customers may contact us when they are frustrated, distressed, experiencing service issues, facing financial difficulty or otherwise dealing with challenging circumstances. We will always aim to treat customers fairly, respectfully and with care.

1.4 However, we will not tolerate behaviour that places our staff, contractors or other people at risk, or that unreasonably impacts our ability to provide services in a safe and effective way.

1.5 This Policy explains how we may manage unacceptable, abusive, aggressive or unreasonable behaviour, including how we may place limits on contact or access to our services where appropriate.

2. Scope

2.1 This Policy applies to all customers, applicants, former customers, authorised representatives, visitors, suppliers, contractors and members of the public who interact with Fibrenet Broadband Pty Ltd.

2.2 This Policy applies to all forms of contact with us, including:

- a) phone calls;
- b) emails;
- c) online forms;
- d) live chat or messaging platforms;
- e) SMS;
- f) social media;
- g) in-person appointments;
- h) site visits;
- i) correspondence with our staff, contractors or representatives; and
- j) any other interaction with Fibrenet Broadband Pty Ltd.

2.3 This Policy applies to conduct directed at any Fibrenet Broadband Pty Ltd staff member, contractor, representative, supplier, customer or other person involved in the delivery of our services.

2.4 This Policy forms part of our customer-facing policies and may be read together with our Customer Terms, Complaints Handling Policy, Financial Hardship or Payment Assistance Policy, Family and Domestic Violence Policy, Privacy Policy and other applicable policies.

3. Our guiding principles

3.1 We will treat customers fairly, respectfully and without discrimination.

3.2 We will listen to customers, seek to understand their concerns and make reasonable efforts to resolve issues in accordance with our obligations.

3.3 We recognise that some customers may be vulnerable or experiencing difficult personal circumstances. Where appropriate, we will take these circumstances into account when deciding how to manage contact or behaviour.

3.4 We will take reasonable steps to ensure customers can continue to access essential telecommunications services, complaint pathways and support options, where it is safe and reasonable to do so.

3.5 We will not tolerate behaviour that is abusive, threatening, violent, discriminatory, harassing, intimidating, sexually inappropriate or otherwise unsafe.

3.6 We may take action to protect our staff, contractors, customers, systems, premises and operations from unacceptable conduct.

4. Unacceptable behaviour

4.1 Unacceptable behaviour includes any conduct that is abusive, aggressive, threatening, violent, discriminatory, harassing, intimidating, sexually inappropriate, unreasonable or unsafe.

4.2 Examples of unacceptable behaviour include, but are not limited to:

- a) yelling, swearing, insults, personal abuse or offensive language;
- b) threats of harm, violence, property damage or retaliation;
- c) threatening or hostile gestures;
- d) physical violence, including hitting, pushing, grabbing, kicking, spitting or throwing objects;
- e) damaging or threatening to damage our property, equipment, vehicles, network assets, premises or a staff member's personal property;
- f) discriminatory, racist, sexist, homophobic, ableist or otherwise offensive comments;
- g) sexual harassment, sexually explicit comments, unwanted advances or inappropriate personal remarks;
- h) stalking, intimidation, repeated unwanted contact or attempts to contact staff through personal channels;
- i) recording staff without consent, where doing so is used to intimidate, harass or pressure staff;
- j) publishing or threatening to publish personal information about staff, contractors or their families;
- k) attending our premises, worksites or staff locations in an aggressive, unsafe or threatening manner;
- l) refusing to leave our premises or a worksite when reasonably asked to do so;
- m) making false, malicious or vexatious allegations against staff;
- n) repeatedly demanding outcomes that are not available or insisting on a process that cannot reasonably be provided;
- o) repeatedly contacting us in a way that is excessive, abusive, disorganised, irrelevant or disruptive;
- p) refusing to engage reasonably with our complaint-handling or support process;
- q) repeatedly raising matters that have already been reasonably addressed or finalised, without providing new relevant information; and

- r) any other conduct that we reasonably consider creates a risk to health, safety, wellbeing, security or service delivery.

5. Reasonable expectations when dealing with us

5.1 We expect all customers and members of the public to:

- a) treat our staff, contractors and representatives with courtesy and respect;
- b) communicate in a reasonable and respectful manner;
- c) provide relevant information so we can assist with the issue;
- d) follow reasonable safety directions when attending our premises or worksites;
- e) engage with our complaint-handling process in good faith; and
- f) understand that our staff are entitled to end interactions that become abusive, unsafe or unreasonable.

5.2 We do not expect customers to be perfect communicators, and we understand that service issues can be stressful. However, frustration does not justify abuse, threats, harassment or unsafe conduct.

6. Actions we may take

6.1 If a person behaves in an unacceptable way, we may take one or more actions that we consider reasonable and proportionate in the circumstances.

6.2 Depending on the seriousness of the conduct, we may:

- a) advise the person that their behaviour is unacceptable and ask them to stop;
- b) warn the person that the interaction may be ended if the behaviour continues;
- c) place the call on hold, transfer the call or end the call;
- d) end a live chat, email exchange, appointment, meeting or site visit;
- e) require future contact to be in writing only;
- f) require contact to be made through a nominated representative or authorised person;
- g) limit contact to a nominated staff member or team;
- h) limit contact to certain times, days or channels;
- i) require appointments to be pre-arranged;
- j) refuse entry to our premises or worksites;
- k) suspend or restrict non-essential support interactions;
- l) restrict attendance at our offices, worksites or events;
- m) issue a written warning;
- n) refer the matter to senior management;
- o) notify police or emergency services where there is a threat to safety or property;
- p) seek legal advice or take legal action where appropriate;
- q) terminate a service where permitted under our Customer Terms, applicable law and regulatory obligations; and
- r) take any other action we reasonably consider necessary to protect people, property, systems or service delivery.

6.3 Where safe and appropriate, we will explain what behaviour is unacceptable and provide the person with an opportunity to change their behaviour before restrictions are applied.

6.4 In serious cases, including threats, violence, harassment, stalking, property damage or conduct that creates an immediate safety risk, we may take immediate action without prior warning.

7. Restrictions on contact

7.1 We may restrict a person's contact with us where their behaviour is unacceptable, repeated, unreasonable or unsafe.

7.2 Restrictions may include:

- a) limiting contact to email or written correspondence;
- b) limiting contact to a single nominated staff member or team;
- c) limiting the frequency of contact;
- d) requiring all contact to be made through an authorised representative;
- e) requiring appointments for any in-person attendance;
- f) refusing non-essential face-to-face contact;
- g) refusing to respond to correspondence that is abusive, excessive, repetitive or irrelevant;
- h) blocking or limiting contact through certain channels where misuse occurs; or
- i) any other reasonable restriction appropriate to the conduct.

7.3 Any restriction will be considered carefully and will be proportionate to the behaviour and risk involved.

7.4 We will aim to ensure that any restriction does not unreasonably prevent the person from:

- a) reporting service faults;
- b) accessing essential telecommunications support;
- c) making or progressing a complaint;
- d) accessing payment assistance or financial hardship support;
- e) raising family and domestic violence safety concerns;
- f) contacting emergency services; or
- g) exercising any legal or regulatory rights.

8. Written warning or notice

8.1 Where appropriate, we may issue a written warning or notice that:

- a) identifies the behaviour of concern;
- b) explains why the behaviour is unacceptable;
- c) explains what action we have taken or may take;
- d) explains any restrictions being applied;
- e) explains how long the restrictions will apply, if applicable;
- f) outlines what behaviour is expected going forward; and
- g) explains how the person may ask us to review the decision.

8.2 A written warning may not be provided before action is taken where there is a serious, immediate or ongoing risk to safety, wellbeing, property or service delivery.

9. Service termination

9.1 We will not terminate a telecommunications service simply because a customer has made a complaint, expressed frustration or disagreed with us.

9.2 We may consider termination where the customer's conduct is serious, repeated or unsafe, and where

termination is permitted under our Customer Terms, applicable law and regulatory obligations.

9.3 Before terminating a service, we will consider:

- a) the seriousness of the behaviour;
- b) whether the behaviour is repeated or escalating;
- c) any known vulnerability or personal circumstances;
- d) whether alternative contact restrictions are available;
- e) the impact on the customer and other users of the service;
- f) any applicable notice requirements; and
- g) our legal and regulatory obligations.

9.4 In serious cases involving threats, violence, criminal conduct, fraud, network interference, property damage or immediate safety risks, we may take urgent action to protect our staff, customers, network, systems and property.

10. Complaints and escalation rights

10.1 A person may make a complaint about a decision we have made under this Policy.

10.2 Complaints will be handled in accordance with our Complaints Handling Policy.

10.3 Where we restrict a person's contact with us, the complaint or review must relate to the restriction or action taken under this Policy. It should explain why the person believes the restriction is incorrect, unfair or disproportionate.

10.4 We may decline to revisit an underlying complaint or issue that has already been reasonably addressed, unless new relevant information is provided.

10.5 If a customer remains dissatisfied after we have considered their complaint, they may have the right to contact the Telecommunications Industry Ombudsman.

11. Staff support

11.1 Fibrenet Broadband Pty Ltd will support staff who experience abuse, threats, aggression, harassment, intimidation, unreasonable conduct or violence while performing their duties.

11.2 Staff are authorised to end interactions that become abusive, unsafe or unreasonable.

11.3 Staff are encouraged to report incidents internally so appropriate support and action can be provided.

11.4 We may keep records of incidents, warnings, restrictions and actions taken under this Policy.

12. Privacy

12.1 We will handle personal information collected under this Policy in accordance with our Privacy Policy and applicable privacy laws.

12.2 We may collect, use and disclose information where reasonably necessary to:

- a) manage customer interactions;
- b) investigate incidents;
- c) protect staff, customers, contractors and the public;
- d) manage safety, security and operational risks;
- e) comply with legal or regulatory obligations;

- f) respond to complaints or disputes; or
- g) liaise with police, emergency services, regulators, legal advisers or the Telecommunications Industry Ombudsman where appropriate.

13. Review of this Policy

13.1 We may update this Policy from time to time.

13.2 The current version will be made available on our website or otherwise provided on request.

13.3 This Policy should be read together with our other customer-facing policies, including our Customer Terms, Complaints Handling Policy, Financial Hardship or Payment Assistance Policy, Family and Domestic Violence Policy, Privacy Policy and Fair Use Policy, available at fibrenetbroadband.com.au.