



Information about our service

Language

We are committed to supplying and updating our documentation regularly to ensure we communicate with you in plain language.

While our Australian-based staff do not have translation skills, we can utilise various translation services.

- We can provide translated emails.
- We can utilise 3rd party translation services on demand. Eg, <https://australiantranslationservices.com.au/>
- We can provide translated documentation on request.

Information for Consumers

We ensure that any information provided or made available to Consumers is clear, accurate, free of material omissions, relevant, current, readily available, and, in cases where information is provided.

Response time will vary depending on the complexity and involvement of third-party teams. We are committed to keeping response times as short as possible.

We ensure that any information provided or made available to Consumers is clear, accurate, free of material omissions, relevant, current, readily available, and, in cases where information is provided.

Our staff communication skills and effectiveness are assessed by management. Feedback and review occur on customer communication regularly.

Interconnect Networks

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Management review staff communication and recommend:

- Communication is appropriate for the customer's needs, existing disabilities, language, and technical skill levels.
- Where additional technical advice is required
- Where other documentation is needed

Our team add additional documentation, and updated the website to ensure:

- All required documentation is readily available
- Clients can easily download all information they need

Our team aims to maintain documentation per the Web Content Accessibility Guidelines. The latest version can be viewed here: <https://www.w3.org/WAI/standards-guidelines/wcag/>.

Application of the Code and Training for RBE Staff

Our management team manage the training of staff. If training is required, recommendations are made to comply with obligations. Our management team ensures that all staff interact courteously, somewhat, and accurately with consumers. The management team will respond to failure in a manner that suits the scenario.

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The following are not tolerated:

- Rudeness to customer
- Harassing customers
- Misleading conduct with consumers

Our management team regularly review the training, systems and processes available to staff about their roles to ensure it meets its obligations under the Code. Management teams engage in training themselves as required to remain suitably informed of requirements and changes in the industry.

Assessing your capability to pay for your services

While RBE does not have dedicated credit checking for every new client, there are some cases where this is appropriate to prevent customers from arriving at a situation where they are placed in financial difficulties.

- Our staff offer clients have written and verbal explanations of expected costs
- Our staff encourage customers to consider their current finances, employment circumstances, wages, savings, etc., to assess whether the product suits them.
- When there is doubt about the client's financial capabilities, we engage a third-party credit checking service to assess the customer's financial suitability for the product.

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Any outcomes of credit checking activity are strictly confidential in accordance with the [Office of Consumer Affairs Privacy Code](#).

Should the outcome of credit checks by self-assessment or third-party credit checking be unfavourable, we will attempt to find a more suitable product. Suppose RBE does not offer a suitable product for a new customer. In that case, we recommend the customer look elsewhere rather than provide them with a product they find financially impossible to manage.

Disadvantaged and vulnerable Consumers

A Supplier must regard best practices as set out in the ACCC Compliance Guide as a state here: <https://www.accc.gov.au/about-us/australian-competition-consumer-commission/compliance-enforcement-policy-priorities>.

We are committed to the principles in the ACCC document: "Don't take advantage of disadvantage" <https://www.accc.gov.au/publications/business-snapshot/dont-take-advantage-of-disadvantage>.

We ensure that all Sales Representatives and staff who interact with Consumers can appropriately interact with disadvantaged or vulnerable Consumers.

We refer to the Communications Alliance Assisting Customers Experiencing Domestic and Family Violence Guideline G660:201
Here: <https://www.commsalliance.com.au/Documents/all/guidelines/G660>.

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