

Customer Charter

The future of the world is digital and connected and at GigaComm we understand how important it is for people, businesses and communities to have telecommunications services that can help them connect and thrive.

Fast, secure and reliable connectivity can improve the world we live in by closing gaps, helping us learn and through collaboration, to solve complex problems that drive opportunities for all of us.

Community is at the heart of why we started GigaComm.

We are focused on not just delivering super fast and empowering telecommunications services, but also ensuring we are a valuable and respected member of the communities we serve.

Our Values

Integrity – doing what we say we will do, in the right way, in the right time.

Inclusion – we seek to see the world from different perspectives so we can understand everyone's needs and connect more people and more communities.

Simplicity – in a world of noise, clutter and confusion we know how much people appreciate it when you make things easier and less of a hassle.

Optimism – we choose to look for opportunity and see the world positively, focusing on solving problems and offering solutions that benefit us all.

What does this mean for our customers and the communities where we operate

Delivering – investing in our business and our people to deliver services that make a difference.

Rectifying problems quickly – being easy to contact, looking for how we can minimise disruption or problems and informing you of our actions to resolve these each step of the way.

Really listening and valuing your opinions – we want to hear from you. Feedback is absolutely

critical to us to effectively deliver our services and continue to improve what we do and how we do it.

Our team is available on ph: 1300 004 442 or at feedback@gigacomm.net.au Mon-Fri 8am-8pm.

Protecting your privacy - We respect your personal information and treat it with the utmost security. This includes your right to access any personal information we hold about you. You can also refer to our Privacy Policy for further information.

Environmental responsibility - We are working to ensure we have the lightest environmental footprint possible and continue to look at ways we can reduce this impact.