

# CUSTOMER SERVICE POLICY

This following document sets forth the Customer Service Policy for Jake Paternoster, ABN: 126 724 254 51, hereby referred to as JCPIT Support and outlines what a customer should expect from JCPIT Support, and what JCPIT Support expects from its customers.

The last update to this policy was posted on 6 November 2014.

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**JCPIT Support** strives to offer the best possible experience to our customers, but unfortunately some customers may feel they are not getting a satisfactory response to a question or concern that they have raised, or believe they are not getting the value they should from a product or service purchased.

## 1. Definitions

1.1. The **Customer** is an individual that has registered for a JCPIT Portal Account to use our Products or Services.

1.2. **Products and Services** represents the collective functionality and features as offered through our Websites to our Customers.

1.3. JCPIT Portal Account is our on-line billing, support and management system for our Customers found at [JCPIT Support Portal](#)

## 2. Acceptance

2.1. The Customer accepts this Customer Service Policy, along with our Privacy Policy, Copyright Policy, Terms of Use, and other posted guidelines within our Websites, collectively Legal Terms by ordering a product or service with JCPIT Support.

## 3. Customer Service Channels

3.1. A support ticket is to be submitting through your JCPIT Portal Account to the appropriate department for priority support.

If you are unable to access your JCPIT Portal Account a support ticket is to be submitted by the Contact Us page [www.jcpit.com.au/about-us](http://www.jcpit.com.au/about-us) and will be treated as a General Enquiry.

3.2. Sending an email to the appropriate department (if applicable) using the details made available on the JCPIT Support website at [www.jcpit.com.au/about-us](http://www.jcpit.com.au/about-us)

3.3. A support ticket can be lodged by calling (03) 9021-0890.

3.4. Customers who do not use the methods 3.1 through 3.3 to contact Customer Service are not covered by this policy and do so at their own risk.

## **4. Customer Conduct**

4.1. The Customer agrees when seeking Customer Service from JCPIT Support in any of the avenues listed in this policy to conduct themselves in an appropriate and professional manner.

4.2. JCPIT Support staff will not respond to requests for Customer Service if the Customer:

- Has used offensive or obscene language;
- HAS USED EXCESSIVE CAPITALISATION FOR THE PURPOSE OF SHOUTING;
- Has made threats of violence, legal action or referral to an external party (eg. Department of Fair Trading);
- Has posted the issue or question on a public medium, such as forums or blogs, before it has been either raised with or answered by JCPIT Support staff within an appropriate time frame (refer to Section 6), or before the escalation process (refer to Section 5) has been completed.

## **5. Escalation Process**

5.1. Customers who are not satisfied with the Customer Service they have received from JCPIT Support or believe their issue is still ongoing should ask for their case to be reviewed by a Manager.

5.2. If after this review if the Customer is not satisfied with the outcome, or the problem remains to be unresolved the Customer should send an email to [feedback@jcpit.com.au](mailto:feedback@jcpit.com.au) with the following information:

- A detailed explanation of the question or issue, with references to any prior support tickets, emails or telephone calls;
- A detailed explanation of the outcome that would resolve the issue;
- Any other information or details that will help JCPIT Support to resolve the issue.

## **6. Appropriate Time frames**

6.1. Support Tickets and emails sent to JCPIT Support will be responded to by JCPIT Support staff within two (2) business days. Each time a response is made by the Customer this time frame will be reset.

6.2. Support Tickets and emails sent to JCPIT Support seeking an escalation to a Customer Service matter will be responded to by JCPIT Support management within three (3) business days. Each time a response is made by the Customer this time frame will reset.

## **7. Goodwill Credit**

7.1. From time to time, JCPIT Support staff or management may make the decision to apply a Goodwill credit to the Customer's account.

7.2. This credit is not redeemable for cash and can be used to purchase additional services or service renewals through the Customer's JCPIT Portal Account.

## **8. Non-compliance**

8.1. In line with the JCPIT Support Terms of Use, JCPIT may suspend or terminate any Services of a Customer who has refused to follow this policy when seeking Customer Service or escalating an issue.

## **9. Changes**

9.1. JCPIT Support may amend our Legal Terms at any time without specific notice to you. The latest copies of our Legal Terms will be posted on our Website ([www.jcpit.com.au/legal](http://www.jcpit.com.au/legal)), and you should review all Legal Terms prior seeking Customer Service.

9.2. After any revisions to our Legal Terms are posted, you agree to be bound to any such changes to them. Therefore, it is important for you to periodically review our Legal Terms to make sure you still agree to them.