

CUSTOMER ONLINE REVIEW INCENTIVE POLICY

Online reviews

We value online reviews from our customers whether they are positive or critical of our service. This allows others researching us online to get a true understanding of the experience they should be able to expect when joining Tangerine for an Internet or mobile service.

Incentives for leaving us an online review

As a thank you for spending the time writing a review and posting it online, we offer an incentive to customers and past customers. This incentive is offered for any review (positive or critical) when it is posted on one of the popular online review websites detailed below.

The incentive for posting an online review is provided in the form of a \$10 account credit. This is applied to the next monthly invoice from Tangerine after posting your review and it being published on the online review website.

If a review is posted by a past customer after cancelling their services with us, and the Tangerine account has already been settled in full and closed we will make a charitable donation to the Telco Together Foundation to the value of \$10. The Telco Together Foundation supports a range of charities across Australia.

How to claim your incentive

After posting your review online and seeing that it has been successfully published and is visible online please take a screenshot of the review.

Then email this screenshot, with your Tangerine account number, full name and address to our review team on: reviews@tangerinetelecom.com.au. Alternatively, you can provide the public URL of the review along with your account number, full name and address.

How long will the incentive take to arrive

After submitting your review to our team, for currently active customers please expect to see the \$10 account credit appear on your next monthly invoice from us. If you submit your review towards the end of a calendar month, it may take until the following monthly invoice to be seen on your account.

Valid online review websites

We offer the online review incentive for reviews posted on the following popular review websites:

www.productreview.com.au

www.facebook.com

www.trustpilot.com.au

www.google.com

Further information

This incentive has been in operation since 17th August 2020.

If you require further information about this Customer Online Review Incentive Policy, Please contact our customer service team on [1800 211 112](tel:1800211112).