



Information about our service

Language

We are committed to supplying and updating our documentation on a regular basis to ensure that we communicate with you in plain language.

While our Australian based staff do not have translation skills themselves, we can utilise a range of 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

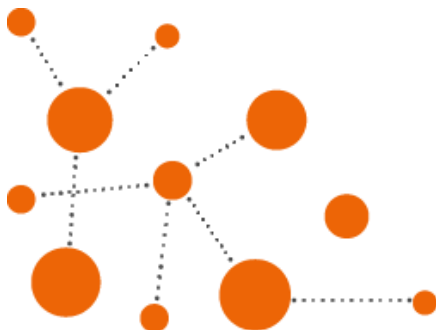
Information for Consumers

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.

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



Interconnect Networks

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support@webshield.net.au 



Management review staff communication and recommend:

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

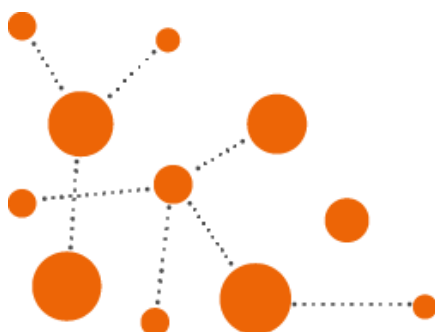
Our team add additional documentation, and updates the website to ensure:

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

Our team aim to maintain documentation in accordance with 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 Webshield Staff

Our management team manage training of staff. If training is required recommendations are made to comply with obligations. Our management team ensure that all staff interact with Consumers courteously and in a fair and accurate manner. Failure to do so will be responded to by management team in a manner suited to the scenario.



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The following are not tolerated:

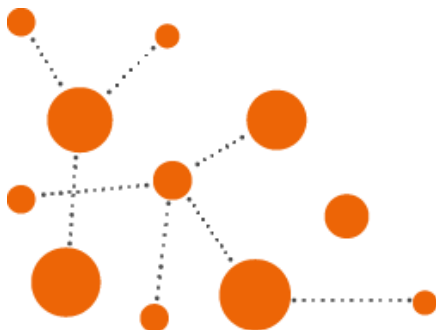
- Rudeness to customer
- Harassing customers
- Misleading conduct with consumers

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

Assessing your capability to pay for your services

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

- Our staff offer clients 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 is suitable for them.
- When there is doubt about the clients financial capabilities, we engage a third party credit checking service to assess the customers 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. If Webshield does not offer a suitable product for a new customer, we will recommend the customer look elsewhere rather than providing them with a product they will find financially impossible to manage.

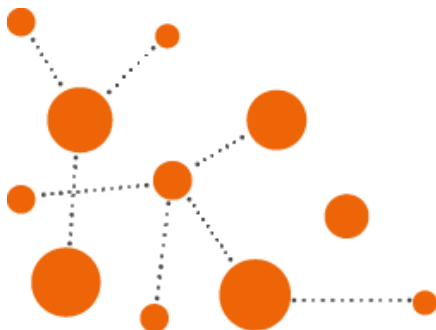
Disadvantaged and vulnerable Consumers

A Supplier must have regard to best practice as set out in the ACCC Compliance Guide as 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 interact with disadvantaged or vulnerable Consumers appropriately.

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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