



\$100,000 Customer Service Guarantee

VentraIP Australia is committed to delivering cutting-edge technology, innovative services and the highest level of customer service and technical support. Our dedication to our customers and passion for the industry is second to none, and is it our mission to satisfy you at every opportunity.

But we also understand and acknowledge that despite our best efforts there may be circumstances where you feel that you have had a less than stellar experience when dealing with our team or using our services, leaving you to feel like:

- You did not receive a satisfactory response to a question you have asked us, or
- You have not received adequate technical support, or
- You believe that you are not getting what you paid for, or
- Our systems, policies or processes have failed you in some way.

Constructive feedback is the lifeblood of our business. We use it on a daily basis as the primary source of information to assist our management team to develop or amend policies and processes, upskill our team members, identify crucial logic flaws and bugs in our automated systems, and provide a consistent service experience.

In an effort to reassure customers that their feedback is highly valued and appreciated, we have introduced Australia's only \$100,000 Customer Service Guarantee that rewards you with a virtual prepaid Mastercard to the value of up to \$500 for providing feedback that leads us to making a positive change to our business.

Our Customer Care team will award them based on the usefulness of feedback provided and the impact it makes on our business for the benefit of our customers.

For your feedback to be eligible for this guarantee, it must:

- Be overall constructive, and
- Be supplied to our Customer Care team through eTicket or an email sent to customercare@ventraip.com.au, and
- Not contain any offensive or obscene language, EXCESSIVE CAPITALISATION, or make or imply threats of violence, legal action or referral to an external party (eg. Department of Fair Trading), and
- Not be a duplicate of feedback that has already been provided.

You can keep track of the amount we have given to our customers at <https://ventraip.com.au/csg>.

It is our goal to provide you with the best possible experience and we hope that by offering this guarantee you will help us identify and resolve issues that you and other customers may experience.

A handwritten signature in black ink, appearing to read "Cheyne Jonstone".

Cheyne Jonstone
Co-Founder and CEO

A handwritten signature in black ink, appearing to read "Angelo Giuffrida".

Angelo Giuffrida
Co-Founder and CEO