



GigaComm Social Media Moderation Policy

At GigaComm, we welcome open, respectful dialogue on our social media channels. We encourage questions, feedback, and conversation about our products, services, and initiatives. To ensure a safe and constructive environment for all users, we moderate our social platforms based on the following policy:

What We Allow

We welcome:

- Relevant questions, comments, and feedback
- Respectful and constructive discussion
- User experiences and reviews (both positive and constructive)
- Customer service queries (we may direct you to DM or info@gigacomm.net.au for follow-up)

What We Don't Allow

We reserve the right to hide, delete, or report comments that include:

- Offensive, abusive, or threatening language
- Discrimination or hate speech based on race, gender, religion, sexuality, nationality, disability, or any other protected attribute
- Defamatory, misleading, or false claims
- Spam, promotional content, or repetitive off-topic posts
- Invasion of privacy (e.g. sharing personal or account information)
- Trolling, harassment, or intentionally disruptive behaviour

Customer Issues

If you have a customer service issue, we're here to help. Please message us directly or contact our team at info@gigacomm.net.au so we can assist you promptly and privately.

Legal and Escalation

In rare cases, we may:

- Report comments or users to the platform or relevant authorities if serious violations occur
- Block or ban users who repeatedly breach these guidelines

Our Commitment

We strive to respond to inquiries in a timely manner during business hours and maintain a respectful space for all. Thank you for being part of the GigaComm community.