



## Tip Sheet

### Can't get a problem fixed?

You have the right to make a complaint to your provider if something goes wrong. Your provider must try to fix the problem and keep you informed. Here's what you should expect:

1. Your provider must try to resolve urgent complaints within two days; non-urgent complaints within three weeks.
2. If you are happy with the proposed solution, then the provider must do what they promised within 10 working days.
3. If you are not happy with the proposed solution or if they are taking too long you can say you want your complaint referred to a supervisor or manager.
4. If you are still not happy with how your provider has handled your complaint, you can complain to the [Telecommunications Industry Ombudsman \(TIO\)](#). The TIO is a free service that help will help to resolve your complaint quickly.
5. Your provider is not allowed to start debt collection procedures on a bill if you are in the process of disputing it.

Australian Communications Consumer Action Network (ACCAN)  
*Australia's peak telecommunications consumer advocacy organisation*

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