



## Tip Sheet

### Problem with customer service?

Not all providers are equal when it comes to customer service, but all of them are required to do a few things:

- Deal with your enquiries quickly and effectively
- Try to resolve any problem the first time you contact them
- Protect your personal information

You have a right to complain to the [Telecommunications Industry Ombudsman \(TIO\)](#) if your provider:

- Is hard to get in contact with, for example if your call isn't answered or does not respond to emails within a reasonable period of time
- Doesn't do what they promise
- Is disrespectful or offensive
- Refuses to escalate your complaint to a supervisor or manager if you request it

The TIO is a free service that will help to resolve your complaint quickly.