



## 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.

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

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Suite 4.02, 55 Mountain St, Ultimo NSW 2007  
Tel: (02) 9288 4000 | TTY: (02) 9281 5322 | Fax: (02) 9288 4019  
[www.accan.org.au](http://www.accan.org.au) | [info@accan.org.au](mailto:info@accan.org.au) | [twitter: @ACCAN\\_AU](https://twitter.com/ACCAN_AU)