

Do you have a
phone or internet
problem you can't fix
with your telco?

We're free and here to help.

tio.com.au

1800 062 058



Telecommunications
Industry
Ombudsman



We can help with:

Contracts: Did you agree to something that you did not get?

Bills: Do you think your bill is wrong or are you having trouble paying it?

Faults and service difficulties: Does your mobile phone not work in your community?

Disconnections: Has your phone or internet been cut off?

Debt collection: Are you being asked to pay a debt that is not yours?



Contact us

The Telecommunications Industry Ombudsman is a free and independent dispute resolution service for consumers and small businesses with an unresolved complaint about their phone or internet service.

TIO Freecall 1800 062 058

TIO Freefax 1800 630 614

National Relay Service 1300 555 727

tio.com.au

PO Box 276, Collins St West, VIC 8007

Calls to the above numbers on mobile phones may incur charges.



If you need an interpreter, please contact us through the Translator and Interpreter Service (TIS): 131 450