



## How to make a complaint about your phone or internet

You can complain if you have a problem with your phone or internet.

You get your phone or internet from a **provider**.

For example –

- Telstra
- Optus
- Vodafone

You can complain about different problems.

For example –

- The provider asks you to pay too much money
- Your phone or internet **do not** work properly
- You **did not** understand the contract

### **How do you complain?**

1 Get all the information.

- Your bills
- Write down what the problem is
- Write down the date the problem started

2 What do you want the provider to do?

- Give you money?
- Change your mobile phone or internet plan?
- Fix the problem?
- Say sorry?

3 Contact the provider. (Go to page 5 for more information.)

- Say “I have a complaint”
- Tell the provider about the problem
- Keep any emails you get and send
- Write down the time and date of phone calls

4 What happens next?

- The provider must fix the problem in 30 days
- If the provider does not fix the problem in 30 days,  
tell the provider you are not happy
- If the provider does not fix the problem how you want,  
tell the provider you are not happy

5 If you are still not happy, contact the **Telecommunications Industry Ombudsman (TIO)**



What is the **TIO**?

The TIO helps people solve problems with phone or internet providers.

The TIO can:

- Make the provider fix the problem
- Make the provider give you money

**Complain to your provider first.** If you are not happy, then contact the TIO.

Do not wait too long. If you wait longer than 12 months, the TIO cannot help you.

### **How do you complain to the TIO?**

You can complain to the TIO in different ways.

- Phone 1800 062 058
- Use the form on the internet:  
<http://www.tio.com.au/ComplaintForm/ComplaintFormS1.asp>
- Write a letter. Send the letter to PO Box 276, Collins St West VIC 8007

## How do you contact your provider?

Use the phone. Sometimes you can email or use the internet.

	Telstra	<ul style="list-style-type: none"> <li>• Phone 13 2200. Say "complaint".</li> <li>• <a href="https://help.telstra.com/app/email_complaint">https://help.telstra.com/app/email_complaint</a></li> </ul>
	Optus	<ul style="list-style-type: none"> <li>• Phone 131 344 (Faults)</li> <li>• Phone 133 937 (Home Phone and Internet)</li> <li>• Phone 1300 300 937 (Mobile)</li> </ul>
	Vodafone	<ul style="list-style-type: none"> <li>• Phone 1555* or 1300 650 410</li> <li>• Email <a href="mailto:vodafone@custhelp.com">vodafone@custhelp.com</a></li> </ul>
	3	<ul style="list-style-type: none"> <li>• Phone 13 33 20</li> <li>• Email <a href="mailto:customercare@three.com.au">customercare@three.com.au</a></li> </ul>
	AAPT	<ul style="list-style-type: none"> <li>• Phone 135 005</li> </ul>
	iiNet	<ul style="list-style-type: none"> <li>• Phone 13 22 58</li> <li>• Email <a href="mailto:support@iinet.net.au">support@iinet.net.au</a></li> </ul>
	Primus	<ul style="list-style-type: none"> <li>• Phone 1300 85 44 85</li> <li>• Email <a href="mailto:customerservice@primus.com.au">customerservice@primus.com.au</a></li> </ul>
	Virgin	<ul style="list-style-type: none"> <li>• Phone 1300 555 100</li> </ul>

## What is ACCAN?

ACCAN is the Australian Communications Consumer Action Network.

ACCAN wants phones, TV and the internet to be fair for everyone. You can be a member. Go to [www.accan.org.au/become\\_a\\_member.php](http://www.accan.org.au/become_a_member.php).



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