

Tip Sheet

Poor mobile reception

Before signing up:

Be sure to ask providers about coverage in the locations you will most need such as your home or your workplace. Providers have an obligation to make this information available to you.

After signing up:

If you experience persistent drop outs and chronically poor mobile reception in the places that you usually live and work, it means you are not getting the full benefit of the service you have paid for.

Here are five simple steps to hopefully get your issue resolved quickly.

1. **Gather all the relevant information**

It is useful to gather any evidence that supports your complaint. Note when and where the call dropouts happen. Use your bill to calculate the cost of additional calls you are forced to make.

2. **Think about what you want your provider to do**

You will probably want your provider to fix the problem. If that's not possible, you may want to be compensated for the extra costs you've incurred or be released from your contract without penalty.

3. **Contact your provider**

Make sure to clearly state that you have a complaint and give as many details as possible. Save any emails and keep a log of the time and date when you make or receive calls.

4. **Still not happy?**

Suppliers should attempt to resolve your complaint the first time you contact them and finalise it within 30 days. If you are unhappy about the response, or they don't do what they promise, tell your provider you are dissatisfied and ask them if there is any more they can do.

5. **Contact the Telecommunications Industry Ombudsman**

If your complaint still isn't resolved to your satisfaction, contact the TIO. They have the power to investigate complaints and make the provider release you from the contract, reimburse you or compensate you.

The TIO will need to establish a few facts including what expectations the dealer or provider gave you about coverage; and the extent to which you have been able to use the phone.

Lodge your complaint with the TIO by doing one of the following:

- complete the online form at www.tio.com.au
- call 1800 062 058
- post your complaint to PO Box 276, Collins Street West, VIC 8007
- fax the TIO's [consumer complaint form](#) to 1800 630 614

Please note: The TIO can help to resolve your complaint if you have given your provider a reasonable opportunity to address the problem *and* you make the complaint within 12 months of becoming aware of the problem.