



Hot issues

How to make a complaint about slow broadband speeds

If your broadband speeds are consistently lower than those advertised by your internet service provider (ISP) or is unreliable at any time during the day, you should contact your provider and clearly state that you want to make a complaint.

Explain how your internet is slow or unreliable. Evidence, such as recorded speed tests (many ISPs offer this on their website, or you can try other online speed tests such as [Ookla's Speedtest](#)) or examples of times when you are unable or have difficulty using the service.

Your ISP may try to troubleshoot the issue, such as by examining your service, replacing equipment or sending a technician to see if they can help you fix the problem.

Be clear on what you want the resolution to be, such as improved speeds. If this is an ongoing issue, you may want to end your contract with your ISP or change to a lower cost plan in line with the quality of service you have received.

If you are not happy with the outcome of your complaint to your ISP, contact the [Telecommunications Industry Ombudsman](#) (TIO). The TIO is a free service that will help to resolve your complaint.

Poor performance can be caused by a number of issues (see our [tip sheet](#) for further information). If you are unhappy with your broadband service, you might consider switching to a different provider as they may be able to offer you a higher quality service.

If you have a complaint or enquiry about a problem with a specific broadband service or broadband speed representation you can contact the Australian Competition and Consumer Commission (ACCC) [online](#) or by calling 1300 302 502.