



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.

- 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 2 years, 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

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.



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