

What is the Ombudsman?

Industry Ombudsmen are like footy umpires. They make sure that companies play fair. The Telecommunications Industry Ombudsman can help if you cannot fix a problem with your mobile, home phone or internet company.

The Ombudsman 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 been cut off?
- **Debt collection:** Are you being asked to pay a debt that is not yours?

Contact us

You can contact us by:

Phone: 1800 062 058*
Web: www.tio.com.au

Or ask someone in your community to help.

If you are Deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit: www.relay-service.gov.au.



The TIO's Privacy Policy explains how we collect, use and handle your personal information. Ask us for a copy or find it at www.tio.com.au/privacy.

We will pay the cost of providing an interpreter from the Aboriginal Interpreter Service. Ask us and we will arrange it for you.

** You may be charged for calls from some mobile phone companies. If you are worried about the cost, tell us when you call and we will call you back.*

Let's make sure our mob knows about the Ombudsman. They can help if something does not seem right.





Have you been waiting a long time to have your phone connected?



Have you received a bill that you cannot understand?



Are you being charged for a phone that does not work in your community?

1. Call your phone company

Try fixing the problem with your telephone or internet company first. They should be able to help.



2. Call the Ombudsman

If your company cannot fix the problem or you are not happy with their response, call the Telecommunications Industry Ombudsman. The Ombudsman covers all phone and internet companies so you can complain about companies like Telstra, Optus, Vodafone, TPG and iiNet.

You can call us on 1800 062 058 or visit our website at www.tio.com.au. You can also ask someone in your community to do it for you. It is a free service and most problems are fixed within two weeks.

