



Telecommunications
Industry
Ombudsman

Resilient Consumers report

August 2011



Contents

Introduction	1
Part A: Complaints about customer service and complaint handling	2
Part B: Customer service complaint drivers survey	3
Part C: Survey Results	4
Part D: Summary of Results	14
Part E: Observations	15
Appendix	17

Introduction

A high proportion of complaints to the TIO feature simple issues related to customer service and complaint handling. In 2007-08, for the first time, customer service became the single biggest complaint issue raised by consumers with the TIO. This trend was one of the primary drivers for the *connect.resolve* campaign, an initiative to work with the telecommunications industry to help address the high level of complaints of this type. The *connect.resolve* campaign focused on creating awareness about customer service and complaint handling difficulties and encouraged telephone and internet companies to focus on improving their processes and systems accordingly. During the first six months of the campaign there was a decrease in the rate of growth of customer service and complaint handling issues. In the months that followed, there was a stabilisation and subsequent decline of a number of customer service issues lodged with the TIO.

However, notwithstanding the inroads that were made during and after the *connect.resolve* campaign, some customer service and complaint handling issues have increased and consumers continue to report difficulties in trying to resolve matters with their telephone and internet companies. Such consumer concerns prompted the Australian Communications and Media Authority ('ACMA') to launch a public inquiry, '*Reconnecting the Customer*', to focus specifically on customer service practices in the telecommunications industry.

Recent TIO complaints data, as well as information submitted to the ACMA's inquiry, suggest that customer service and complaint handling practices are still a significant cause for concern among consumers. While the TIO routinely captures and categorises a great deal of information from consumer complaints, there has not previously been an effort to identify the underlying causes of consumer customer service and complaint handling difficulties.

This occasional paper details a number of key observations from a survey of consumers that examined in more detail their interaction with their telecommunications provider and the difficulties that had prompted them to contact the TIO for assistance. We note here that the survey reports on the experience that consumers report; we have not sought to investigate the circumstance of each complaint.

The survey results have been provided to a group of key stakeholders who were invited to provide comments about the results and about our observations. Having considered the subsequent positive feedback we received from a variety of stakeholders, we have decided to make the full results of the survey publicly available.

It is hoped that the paper will inform ongoing discussions around improving customer service and complaints handling in the telecommunications sector. It is also hoped that the results will better inform our own views about the drivers for complaints, and tangible actions to address these.

Part A:

Complaints about customer service and complaint handling

Following two consecutive years of significant growth in the number of complaints made to the TIO, 2009-10 saw a stabilisation in this trend. The receipt of 167,955 new complaints¹ to the TIO in 2009-10 constituted a decrease of 4.6 per cent from the previous year and was encouraging given that new complaints had doubled in 2007/08 and then doubled again in 2008-09. The TIO identified several key reasons for the stabilisation and moderate decline in new complaints during 2009-10. These included:

- A decrease in new landline complaints as consumers increasingly adopt mobile technologies for their voice and data needs
- A 70% drop in new complaints about mobile premium services (MPS) following a strong response from stakeholders, including the telecommunications industry, and the implementation of the new MPS Code and accompanying regulatory measures
- Fewer new complaints from consumers about not being able to contact their service providers or facing long wait times, pointing to improved front-line accessibility for consumers.

Notwithstanding the moderate improvements observed during 2009-10, the TIO noted that customer service and complaint handling issues² remained prevalent in new complaints. In this respect, while our complaints data indicated a decline in complaints about customer service wait times and inability to access service provider support areas, we also noted the *increase* in complaints about the accuracy of advice being given by service provider support areas and also the growth in complaints about service providers failing to action undertakings given to resolve matters³.

In the six month period June to December 2010 the TIO recorded 87,264 new complaints, an increase of almost 9 per cent on the first half of 2010. While complaints about mobile phone coverage issues increased significantly during the latter part of 2010 the increase in new complaints was not confined to this issue. In this respect, the TIO observed a 5 per cent increase in complaints about landlines for the same period.

Importantly, during this six month period the TIO saw customer service and complaint handling overtake billing and payments as the most prominent complaint issues. Of particular relevance are the trends the TIO has observed where telephone and internet companies have either failed to follow through with undertakings they had made to resolve consumer complaints, or where consumers claim to have been given incorrect or inadequate advice.

In the TIO's experience it is often simple customer service and complaint handling problems that compound the more substantive primary complaint issues such as billing and fault rectification disputes and lead consumers to seek the assistance of the TIO. We recognised that this was an area that warranted further investigation to understand more fully the causes and impact of poor customer service.

- 1 New complaints are predominantly Level 1 matters where the TIO gives the relevant telephone or Internet company a final opportunity to resolve the case directly with the consumer. A small number of cases which are raised directly to Level 2, or to Level 4 for some land access matters, are also included in the new complaints category.
- 2 The TIO records and reports on issues captured for every case. Most cases include more than one issue, with customer service and complaint-handling issues typically accompanying matters such as billing, faults and credit management problems.
- 3 Customer service issues relating to '*incorrect or inadequate advice provided to the customer*' increased by 44.1% from 38,545 issues in 2008-09 to 55,547 issues in 2009-10. Complaint handling issues regarding '*failure to action undertakings made to resolve a customer's complaint*' increased by 27.7% from 34,091 issues in 2008-09 to 43,523 issues in 2009-10.

Part B:

Customer service complaint drivers survey

In order to capture more detailed information about what may be driving dissatisfaction with customer service and complaint handling practices, the TIO conducted a random survey of consumers who telephoned its 1800 062 058 complaint number about a complaint that included a customer service and/or complaint handling issue.

One team of Enquiry Officers surveyed a total of 516 consumers over a seven week period from 1 July to 19 August 2010. They recorded the responses to the survey questions on an additional data screen built in to the TIO's complaints management system.

The survey questions were targeted questions about the consumer experience in trying to resolve matters with their providers as follows:

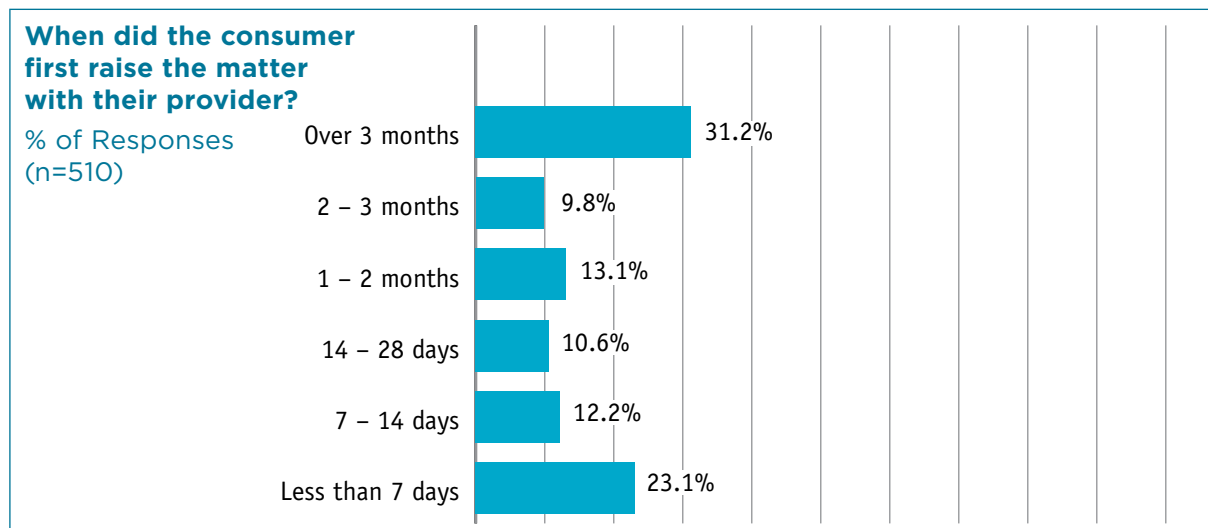
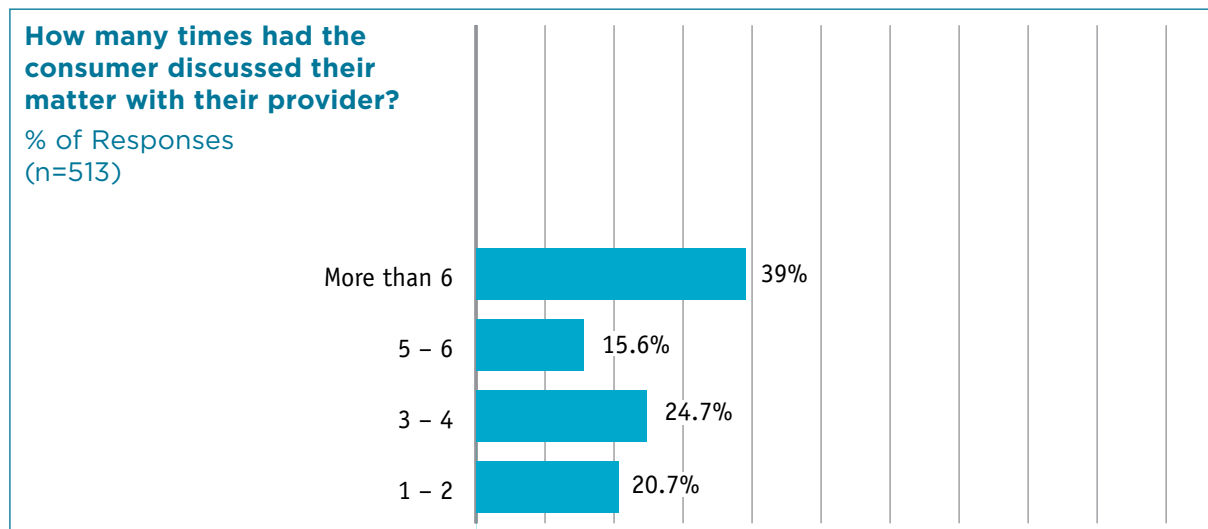
- How many times had the consumer discussed the matter with their provider?
- When did the consumer first raise the matter with their provider?
- How much time had the consumer spent trying to resolve the matter with their provider?
- How many departments had the consumer dealt with trying to resolve the matter?
- Did the consumer ask to have the matter escalated to a more senior representative?
- Was the matter escalated internally by the provider?
- Where applicable, what reason was given for a matter not being escalated on request?
- Did the service provider give an estimated time for resolution of the matter?
- What is the reason for the consumer now contacting the TIO for assistance?

The responses were based on a multiple-choice model, the options for which were chosen following a one-week test period where the most common types of responses from consumers were identified. The survey questions and multiple-choice options are attached in Appendix A.

Reporting on the survey results was held over for several months in order to establish the number of the complaints that were difficult to resolve and were escalated through the TIO's conciliation and investigations processes. This information is relevant to the overall survey findings and assists in the interpretation of whether customer service and complaint handling problems are indicative of complex circumstances, or whether they are responsible for compounding matters that appear relatively straightforward to resolve.

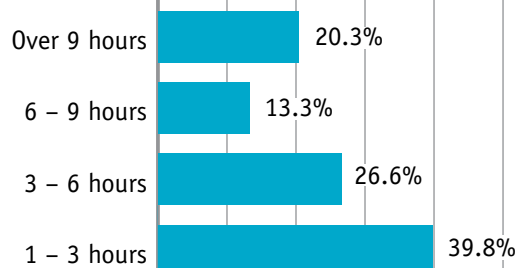
Part C: Survey Results

The responses to each of the questions in the survey are summarised in the graphs below and discussed in detail separately.



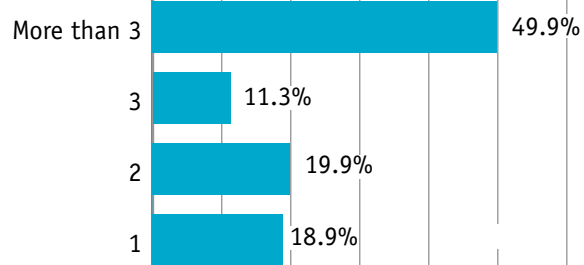
How much time had the consumer spent trying to resolve the matter with their provider?

% of Responses
(n=503)



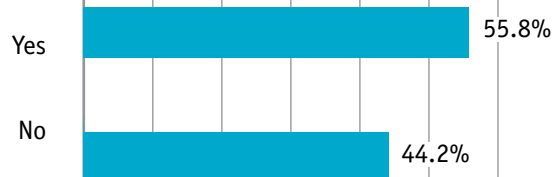
How many departments/contact points had the consumer liaised with?

% of Responses
(n=487)



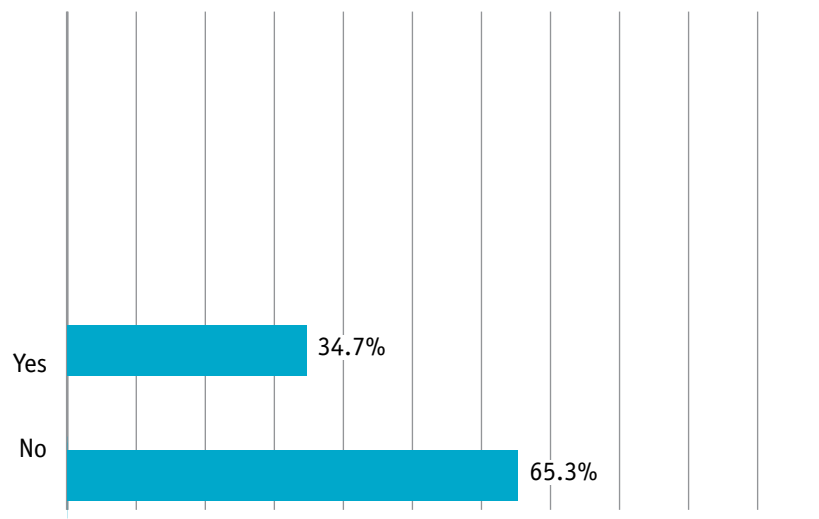
Did the consumer ask for their matter to be escalated to a senior representative?

% of Responses
(n=477)



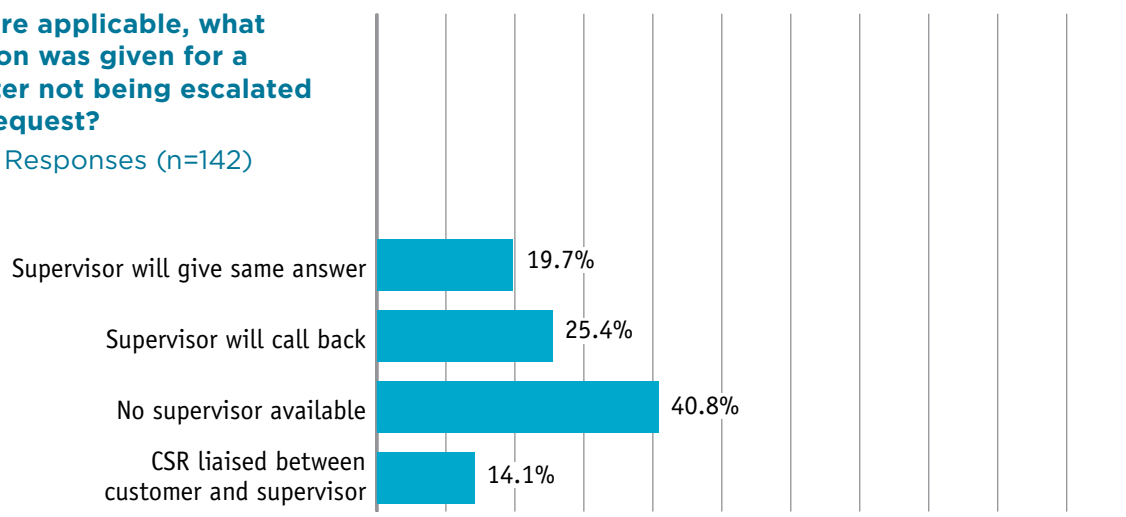
Was the matter escalated internally by the provider?

% of Responses (n=288)



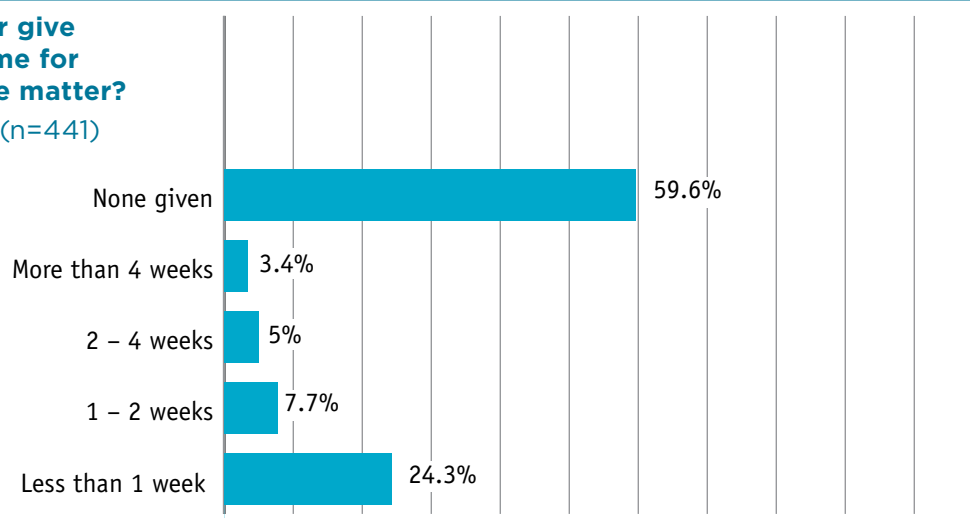
Where applicable, what reason was given for a matter not being escalated on request?

% of Responses (n=142)



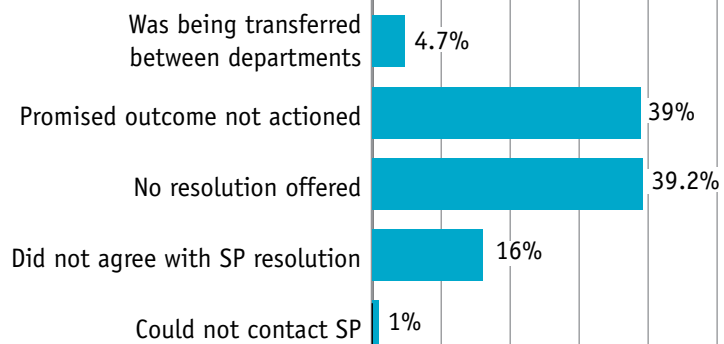
Did the provider give an estimated time for resolution of the matter?

% of Responses (n=441)



What is the reason the consumer now contacting the TIO for assistance?

% of Responses
(n=487)



How many times had the consumer discussed the matter with their provider?

Consumers must have made at least one attempt to resolve their complaint with their telephone or internet company before approaching the TIO. When a consumer confirms that they have not yet raised the matter with their provider, the TIO records the contact as an Enquiry and refers the consumer to the telephone or internet company's designated frontline customer service contact point.

When a consumer approaches the TIO about a complaint that is within the TIO's jurisdiction and says they have made an attempt to resolve that matter with their provider, the TIO will record a new complaint⁴.

Of the 516 consumers surveyed, 513 responded to this question. All said that they had contacted their service provider on one or more occasions. 106 (20.7%) said they had contacted their provider once or twice, 127 (24.7%) said they had contacted their provider three to four times, 80 (15.6%) said they had contacted their provider five to six times and 200 (39%) said that they had contacted their provider on seven or more occasions before contacting the TIO.

In all, more than 50 per cent of consumers surveyed said that they had contacted their service providers five or more times to address their matters prior to coming to the TIO.

Further analysis of the data suggested that there was little relation between the complexity of a matter and the number of times the consumer had raised it with their provider. In this respect, we noted that 193 of the 200 complaints where the consumer had reported having dealt with their provider on more than six occasions appeared to be resolved after the TIO referred the complaint to the telecommunications provider⁵.

When did the consumer first raise the matter with their provider?

Of the 516 consumers surveyed, 510 consumers responded to this question. 118 (or 23.1%) stated that they had first contacted their provider about the matter less than seven days previously. A further 62 (12.2%) indicated that they had initially approached their provider between 7 and 14 days prior to contacting the TIO.

Most consumers surveyed stated that they had raised their complaint with their service provider at least one month before complaining to the TIO:

- 67 consumers (13.1%) stated that they had first approached their provider between 1 and 2 months prior to contacting the TIO.
- 50 consumers (9.8%) indicated that they had approached their provider 2 to 3 months previously.
- the most common response, given by 159 consumers (31.2%) was that they had first raised their matter with their provider more than three months before approaching the TIO for assistance.

⁴ Most new complaints are classified as 'Level 1' complaints and referred to the service provided as noted in the report. In some cases, because of the urgent nature of the complaint, or where consumers indicate they have already made multiple attempts to resolve the matter, it may be referred directly for conciliation.

⁵ Where the TIO refers a consumer to a service provider at Level 1, the consumer is informed of their right to return to the TIO if they are not satisfied with the outcome of the referral. If a consumer does not re-contact the TIO, our approach is to view the matter as resolved.

Despite the protracted time consumers reported when attempting to resolve disputes directly, most complaints were finalised quickly when referred by the TIO to the telephone or internet company:

- 90% of cases appeared to be resolved after the TIO referred the consumer's complaint to senior or experienced complaint handlers at telephone and internet companies, as these consumers did not re-contact the TIO.
- 10% (52 cases) required TIO investigation. 49 of these were resolved through conciliation and three cases (less than one per cent) required detailed investigation considering evidence.

This information suggests that there are opportunities for many complaints to be finalised at a much earlier stage if the consumer is directed to a dedicated complaint handling area or senior officer.

How much time had the consumer spent trying to resolve the matter with their provider?

Consumers were asked to estimate how much time they had spent attempting to resolve their complaint with their telephone or internet company. Most consumers reported spending several hours engaging with their providers before contacting the TIO. Of the 516 consumers surveyed, 503 consumers responded to this question.

200 (39.8%) stated that they had spent between one and three hours trying to address their matter with their provider; 134 consumers (26.6%) indicated that they had spent between three and six hours with the provider and 102 consumers (20.3%) said they had spent more than nine hours interacting with their provider before approaching the TIO.

It is noted that matters captured during the survey where consumers report numerous hours of discussion with their provider appeared, for the most part, resolved following TIO referral to the provider. This included matters that consumers said had been raised with their provider three or more months previously and which had also been subject to nine or more hours of interaction.

How many departments/contact points had the consumer dealt with trying to resolve their matter?

Of the 516 consumers surveyed, 487 consumers responded to this question. 92 (18.9%) said that they had dealt with one department or contact point when trying to resolve their concerns prior to contacting the TIO. 97 consumers (19.9%) indicated that they had interacted with two departments/contact points while 55 consumers (11.3%) stated that they had engaged with three separate departments/contact points. 243 respondents (49.9%) said they had dealt with more than three separate points of contact at their service provider before seeking the assistance of the TIO.

There did not seem to be any relativity between the point in time at which the complaint was initially raised with the provider and the number of departments/contact points that were subsequently involved. For example, about 20% of those who approached the TIO less than seven days after first contacting their provider also reported dealing with more than three departments/contact points.

Further, the amount of time that consumers reported having spent with their provider was not necessarily an indicator of the number of departments/contact points those consumers had dealt with. In this respect, almost half of those who dealt with only one department/contact point reported having dealt with that department/contact point on three or more occasions.

Did the consumer ask to have their matter escalated?

The TIO's experience is that the majority of complaints to our office are resolved after the consumer has been directed to the appropriate complaint handling contact points nominated by telephone and internet companies. If consumers are able to 'escalate' complaints within the respective internal dispute resolutions (IDR) processes of their providers, this may also be an effective way to promptly resolve matters.

We therefore asked those consumers we surveyed whether they requested to have their own matters escalated by their provider prior to coming to the TIO.

Of the 516 consumers surveyed, 477 consumers responded to this question. 266 (55.8%) said that they had asked for their matter to be escalated. The majority of these respondents also described having dealt with more than 3 departments/contact points at their provider prior to contacting the TIO. 211 consumers (44.2%) indicated that they had not asked to have their matter escalated before approaching the TIO, although many of these also reported multiple contacts with their provider; 40% (84 consumers) reported having had between 3 and 5 contacts and 54 indicated that they had had more than 6 contacts with their provider.

Was the matter escalated internally by the provider?

The TIO asked consumers whether their matter had been escalated internally by their telephone or internet company. 288 consumers responded to this question. Of those 288, 188 (65.3%) indicated that their matter had not been escalated. 100 (34.7%) said that their matter had been escalated by their service provider.

Where applicable, what reason was given where a matter was not escalated?

The TIO asked the 188 consumers who indicated that their matter had not been escalated, whether a reason was given by their provider for not escalating it⁶. 142 consumers responded to this question.

- 58 consumers (40.8%) stated that they had been told no supervisor was available to take their call.
- 36 consumers (25.4%) stated they were advised that a supervisor would call back.
- 20 consumers (14.1%) stated that the representative that they were dealing with liaised between them and the supervisor.
- 28 consumers (19.7%) stated they were told it was because the supervisor would simply offer the same response as the representative they were already dealing with.

Did the service provider give an estimated time for resolution of the matter?

We surveyed each consumer about whether estimated timeframes for dealing with the complaint had been given by their telephone or internet company. Of the 516 consumers surveyed, 441 consumers responded to this question.

263 consumers (59.6%) stated that no estimated timeframe for dealing with the complaint had been given by their provider most commonly because, either the service provider would not commit to an estimated timeframe when asked, or the consumer did not ask this particular question of their provider.

178 consumers stated that they had been given an estimated timeframe for resolution by their provider:

⁶ Clause 9.4.1 of the *Telecommunications Consumer Protection Code* requires a Supplier to escalate a complaint upon the request of the customer.

- 60% of these (107 consumers) indicated that the timeframe they had been given was less than 7 days.
- 34 consumers stated that their providers had told them resolution would take between 1 and 2 weeks.
- 22 consumers stated that they had been advised the estimated timeframe for resolution was 2 to 4 weeks.

The response from 107 consumers (24.3% of respondents) that their complaint would be resolved within 7 days is, in isolation, an encouraging one and supports the notion that many consumer complaints are likely to be relatively straight forward. However, less encouraging was the feedback we received from this same group of consumers when we asked them why they had subsequently contacted the TIO for assistance. Of the 107, 74 (or 69%) of them indicated that the promised outcome to their complaint had not been actioned. This appears to be a key driver for consumers who we surveyed choosing to contact our office for assistance and is considered in more detail below.

What is the reason for the consumer now contacting the TIO for assistance?

The concluding survey question explored the reasons consumers contacted the TIO for assistance.

- **No resolution offered**

Of the 487 respondents to this question, 191 (39.2%) said that they had contacted the TIO because their provider had failed to offer a resolution at all. Most of these (78%) also stated they had contacted their provider on a minimum of 3 occasions, including 64 who indicated that they had engaged in more than 6 contacts with their provider. Further, it does not appear that all of these matters were inherently complex ones that required detailed investigation. Only 10 were escalated for conciliation (Level 2).

- **Agreement not actioned**

190 consumers (39%) stated that they had approached the TIO because the outcome they had been promised to their complaint had not subsequently been actioned.

- **Unacceptable offer**

78 consumers (or 16%) indicated that they had approached the TIO after their provider had offered a resolution however it was not one that they were willing to accept. These are the sorts of complaints that would be expected to come to an Ombudsman's office, i.e. matters where the parties have talked and perhaps negotiated, but where the substance of the proposed outcome is not acceptable to both parties and where an independent assessment is required. Given the genuine nature of the disputes reported in these matters, the percentage (14.1%) that required investigation (at Level 2) to resolve was higher than the survey average (9.9%) and the issues tended to represent potentially more complex complaint issues such as service faults and contractual matters.

- **Transfer between departments**

Notably, while information gathered during the survey indicated that the majority of consumers had dealt with a number of different departments/contact points before finally approaching the TIO, only 23 (or 4.7%) identified this as the main reason they had come to the TIO for assistance. This perhaps reinforces the observation that consumers generally do appear willing to persevere with their providers in working towards a resolution, even if that process takes several attempts. In this respect, of the 23 consumers who had identified transfer between departments as their main reason for contacting our office, the majority also responded having dealt with their provider on more than 6 occasions.

- **Unable to contact telephone or internet company**

Only 5 consumers (1%) claimed that they had contacted the TIO because they had been unable to reach their provider at all.

Comparative complaint trends

The survey results suggest that the majority of consumers who approach the TIO for assistance have already made several approaches to, and invested substantial periods of time with, their telephone and internet companies. Our subsequent analysis of these complaints also suggests that the majority appear to be resolved quickly once the TIO had referred the consumers to appropriate complaint handling teams/contact points. To gauge whether the complaints we recorded as part of the survey are typical of overall complaints recorded by the TIO, we believed it important to conduct some comparative analysis with a sample of the TIO's other complaints.

The TIO extracted a separate, random sample of 520 complaints from our database and compared the complaint issues and escalation rates from those complaints with the 516 complaints we used for the survey. The random sample was taken from complaints recorded during the same period that the survey was conducted, to ensure as far as possible that there were no significant underlying complaint trends that would adversely affect either of the two samples.

We found that there were generally consistent trends in respect of both the mix of complaint issues and the escalation rates between the random complaints sample and the survey sample⁷. In this respect, the ratio of complaint issues that the TIO observes most frequently were very similar across both samples, and broadly consistent with overall case issues trends in 2009-10:

Complaint Issue	Number/proportion in Survey Sample	Number/proportion in Random Sample	Proportion in all TIO cases, 2009-10
Billing & Payments	261 (51%)	203 (39%)	55%
Contracts	116 (22%)	104 (20%)	27%
Credit Management	90 (17%)	92 (18%)	23%
Customer Service	220 (42%)	203 (39%)	43%
Faults	121 (23%)	123 (24%)	27%

⁷ Given the focus of the survey on service provider complaint handling, we have not separately reported on this issue category in this report.

The escalation rate, i.e. the rate at which new complaints progress to conciliation (Level 2) or investigation (Level 3) through the TIO's processes, was also similar across both the random sample and the survey sample, and not dissimilar to overall escalation rates.

- In the survey sample, 52 cases (or 9.9%) were escalated for conciliation. In the random sample, 36 cases (or 6.9%) were subsequently raised for conciliation. For 2009-10, Level 2 case numbers were 11.8% of new complaints⁸.
- For those matters that had to be escalated further through the TIO's processes to investigation, the rates were almost identical. Only 3 cases in the survey sample required investigation by the TIO, compared with 4 cases in the random sample (less than 1% in both cases). The escalation rates observed in the survey sample are a little lower than across all TIO cases during 2009-10⁹.

Overall, the comparison with the randomly selected sample and general complaint trends suggests that the complaints recorded as part of the survey are, on the whole, typical of the complaints the TIO generally handles.

8 167, 955 new complaints were registered by the TIO during 2009-10. 19,860 Level 2 cases were registered in the same period.

9 4,202 Level 3 and 4 cases were registered during 2009-10, which is the equivalent of 2.5 per cent of new complaints registered.

Part D:

Summary of Results

The TIO has carefully considered the information supplied by the 516 survey respondents and, while we have not investigated the circumstances of each individual complaint, given the size of the survey sample and the detailed nature of the information that was captured, we believe the results offer an important insight into the consumer experience in trying to resolve difficulties with their telephone and internet service providers.

In summary, we can report the following key results from the Customer Service Complaint Drivers Survey:

- Overall, 79% of respondents indicated they had interacted with their provider on a minimum of 3 occasions before approaching the TIO for assistance
- More than half - 54% of respondents - reported that their provider had been aware of their matters for a period of more than one month
- Most consumers reported spending several hours trying to solve their problem: 60% of respondents indicated that they had spent more than 3 hours engaging with their provider, and 20% of respondents claimed to have spent more than 9 hours dealing with their provider
- 61% of respondents stated that they dealt with 3 or more separate departments when trying to address their matter with their provider
- 142 consumers indicated that they had asked for their matter to be escalated but that their request had been declined – over half of those who stated that they had asked to speak to a supervisor
- Most consumers contacted the TIO because their provider had failed to offer a resolution to their matter (39.2% or 191 respondents) or because the outcome they had been promised by their provider had not subsequently been actioned (39% or 190 respondents).

Part E:

Observations

The results from this survey reflect the consumer voices previously reported by the TIO. For example, in the public reports on the *connect.resolve* project, we included consumer case studies about the making of multiple complaints to different departments over a number of months. Consumers reported the absence of a solution after these efforts, or a lack of action when an agreement was reached.

This survey finds the same themes, and points to consumers who are having difficulty in reaching those parts of telephone and internet companies that can deal effectively with their concerns. This observation has a number of aspects:

1. The importance of consumers reaching the right department/contact point to solve a complaint

A key to the success of the TIO's Level 1 referral process where most complaints, even those where consumers and providers have had multiple interactions, can be resolved quickly, is the directing of complaints to an appropriate and expert complaint handling department or contact point. If these departments had been reached before the consumer came to the TIO, our services, in many if not most cases, may not have been required at all.

This demonstrates the importance of having easily navigable processes for consumers to follow when they have a query or complaint. The more easily a consumer can identify how and where they should direct their concerns, the more likely the consumer is to resolve their complaint quickly and without a run-around. There are any number of options for assisting consumers here, using the various touch points consumers have with their service providers to provide information about where and how to make a complaint, and what to do if they are dissatisfied.

None of the points made above are new; they are reflected in the guiding principles of visibility and accessibility in the Australian Standard for complaint handling ¹⁰.

¹⁰ *Customer satisfaction – Guidelines for complaints handling in organisations (AS/ISO 1002:2004)*

2. Importance of service providers in recognising customer complaints

A related observation suggested by the survey is that employees in a company may not always be recognising a complaint and referring to an appropriate department so that the issue can be resolved. Added to this is the response of many consumers that even where they ask to speak to a supervisor, their call is not escalated.

This points to the need for service providers to equip all employees with the skills and tools to recognise and take appropriate action on complaints – including by referring the complaint to a supervisor or appropriate department. Some of the elements important here are:

- good records of consumer contacts visible to employees who deal with customers and may receive complaints
- training to all employees about consumer complaints and how the company handles them
- efficient and effective processes to refer complaints to a specialist department if that is required, including clear information for employees to provide to consumers about where the matter has been referred, when to expect a response, and how to make further inquiries.

These elements are reflected in the Australian Standard for complaint handling – especially in part 5 – the *Complaints-handling framework*, notably at 5.3.4 and 5.3.5. They reflect the responsibility for personnel across an organisation for the correct handling of complaints.

3. Importance of following through on agreements

The survey results, as well as the TIO's overall complaint statistics, reflect that a clear driver of consumer satisfaction is that agreements are often reached, but are not followed through by the provider. The better that telephone and internet companies are at actioning agreements and undertakings, the less often consumers will need to contact the TIO.

Appendix

TIO Customer Service Survey – question template

Qu. No.	Question	Options
1	How many times has consumer discussed with service provider?	1-2/3-4/5-6/more than 6
2	When did consumer first raise matter with service provider?	Less than 7 days/7-14 days/14-28 days/1-2 months/2-3 months/over 3 months
3	How long has the consumer spent trying to resolve with provider?	1-3 hours/3-6 hours/6 -9 hours/over 9 hours
4	How many departments has consumer liaised with?	1/2/3/more than 3
5	Did consumer ask to have matter escalated?	Yes/No
6	Was the matter escalated internally by the provider?	Yes/No
7	Where relevant, what reason was given by service provider for not escalating matter?	No supervisor available/supervisor will give same answer/supervisor will call back/Customer Service Rep (CSR) liaised between customer and supervisor
8	Did service provider give an estimated time for resolution?	Less than 1 week/1-2 weeks/2-4 weeks/more than 4 weeks/None given
9	Why have you resorted to contacting the TIO for assistance?	No resolution offered/Could not contact SP/Was being transferred between departments/Did not agree with SP resolution/promised outcome not actioned

Telecommunications Industry Ombudsman

FREECALL	1800 062 058 (calls from mobiles will be charged at the applicable rates).
FREEFAX	1800 630 614
TTY (teletype)	1800 675 692
Interpreter Service	131 450
Web	www.tio.com.au
Postal	PO Box 276 Collins Street West VIC 8007
Email	tio@tio.com.au



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