

Before you make a complaint

Before you contact us you should try to resolve the issue with your company.

When you contact the company:

- please be prepared to listen to what they have to say
- always be polite
- write down the name of the person you speak to
- ask to speak with a supervisor if you are still not satisfied.

If this does not work, then contact us.

You may complain to us yourself or authorise someone to complain on your behalf.

Your personal information

To handle your complaint, the TIO will send your complaint details to the company you are complaining about. We follow the National Privacy Principles (*Privacy Act 1988*).

What we can investigate

We can investigate complaints about:

- ✓ contracts – *e.g.* not being provided with enough information before you sign up
- ✓ billing – *e.g.* wrong plans, incorrect charges, and late billing
- ✓ problems with mobile subscription message services – *e.g.* not being able to stop them
- ✓ delays in connecting services and repairing faults
- ✓ debt collection activities – *e.g.* difficulties with payment plans and credit defaults
- ✓ transfers – *e.g.* delays in transferring your service from one company to another or the transfer of your service without your authorisation.

We cannot investigate complaints about:

- ✗ things that you have known about for more than a year before you contact us
- ✗ privately owned equipment that you did not buy as part of a current contract – *e.g.* a mobile handset that you bought outright
- ✗ content supplied via telecommunications devices – *e.g.* the content of a website or email
- ✗ government policies
- ✗ the prices that companies charge
- ✗ matters that are part of a court case.

What happens if you make a complaint?

- 1 We record your complaint and advise you about the best way to try to resolve it with the company.
- 2 We give you a complaint number and usually refer you to an area of your company that is experienced in resolving TIO complaints. Most complaints to the TIO are resolved this way.
- 3 If you cannot resolve your complaint this way, please call us back. It is likely that we will decide to formally investigate your complaint.

Throughout your complaint, you should continue to pay the part of your bill that you do not dispute.

What does the Ombudsman do?

We are a free complaint resolution service for residential and small business consumers who are having problems with their landline, mobile phone or internet company.

We help consumers and companies work together to resolve complaints.

If your complaint cannot be resolved by our informal process, we can carry out formal investigations and make decisions that providers must act upon.

The many people who use our service find that most complaints are resolved at an early stage of the TIO process.

How to contact us

Phone: 1800 062 058*
Interpreter: 131 450
TTY: 1800 675 692*
Website: www.tio.com.au
Fax: 1800 630 614*
Mail: PO Box 276
COLLINS ST WEST, VIC 8007
Visit: Level 3, 595 Collins Street
Melbourne VIC 3000

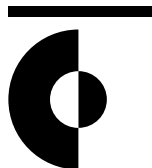
**Calls to our 1800 numbers from landlines are free. Call from mobile phones may attract a fee, which will vary depending on your service provider. If you are calling from a mobile phone, let us know and we can call you back.*

Languages other than English

These fact sheets are available on our website:

Amharic	Indonesian	Serbian
Arabic	Italian	Spanish
Chinese	Japanese	Sudanese
Croatian	Macedonian	Tigringna
Dinka	Maltese	Turkish
Filipino	Polish	Vietnamese
Greek	Romanian	

This brochure is available in other formats on request. Please call 1800 062 058.



Telecommunications Industry Ombudsman

Do you have a problem with your telephone or internet company?

Have you tried to solve it but are you getting nowhere?

Contact the TIO.



www.tio.com.au