

Do you have a  
problem with  
your phone or  
internet service?

The Telecommunications Industry  
Ombudsman may be able to help.

Call us: 1800 062 058\*

Go online: [www.tio.com.au](http://www.tio.com.au)



## The Telecommunications Industry 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 services difficulties:** Does your mobile phone not work in your community?

**Disconnections:** Has your phone or internet been cut off?

**Debt collection:** Are you being asked to pay a debt that is not yours?

The Telecommunications Industry Ombudsman provides a free and independent dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service in Australia.

If you have already contacted your service provider and the issue is still not fixed, please get in touch.

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Interpreting service:  
131 450



For more information, visit  
[www.relayservice.gov.au](http://www.relayservice.gov.au)

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\*Calls to our 1800 number from landlines are free. Calls 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.