

## What is the Telecommunications Industry Ombudsman?

We help fix problems between you and your landline, mobile phone or internet provider.

We are independent, fair and free, which means we don't take sides.

## What the TIO is not?

We are not an industry watchdog, regulator or government body.

We cannot change government policy or look at the price of telecommunications services.

We do not act on your behalf or on behalf of your provider.

## Contact the TIO

Remember, before you get in touch with us, you need to try to fix your problem with your landline, mobile or internet provider.

Call us: 1800 062 058

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

Mail: PO Box 276  
COLLINS STREET WEST VIC 8007



Interpreting service:  
131 450



If you are Deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information, visit:  
<http://www.relayservice.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 <http://www.tio.com.au/privacy>.

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

**The TIO can help.**



## Before you call us

You need to call your provider. Tell them you are not happy. See if they can fix the problem. You must take this step before calling us.

## What next?

If you are still not happy, then you can contact us for help.

We have different ways we can help with your problem. Our process is split into three stages.

## We handle complaints about:

- » billing
- » connections
- » contracts
- » credit management
- » disability issues
- » disconnections
- » faults
- » land access
- » numbering
- » priority service
- » privacy
- » transfers

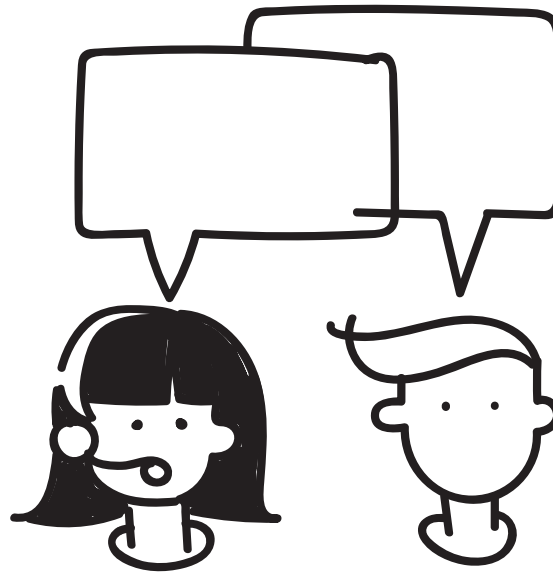
### Stage 1 Referral

When you contact us, we will take down your details and information about your problem and your provider.

We get in touch with your provider and give them 10 days to fix your problem.

About 90% of complaints to the TIO are fixed this way.

Once you have made a complaint, you can update your information online. All you need is your name, address and TIO reference number.



### Stage 2 Working together

If your problem is not fixed, contact us and we will work with you and your provider to see if you can agree how to fix it with our help.

We will ask you and your provider for some more information to help us.



### Stage 3 A closer look

A small number of problems cannot be fixed simply. At this stage the TIO will look at your problem in more detail.

Your provider must accept any decisions the TIO makes.

