Assyrian

Telecommunications Industry Ombudsman

ܦܪܫܐ ܕܡܫܘܕܥܢܘܬܐ ܕ TIO

ܡܘܢܝ ܝܠܗ ܡܬܪܨܝܢܐ ܕܡܟܬܢܝ̈ܬܐ ܕܐܝܠܐ ܕܡܘܨܝܬܐ ܣܘܟܝܬܐ ܘܟܠ ܣܘܟܝܬܐ (TIO)؟

ܝܠܦܗ ܕ TIO ܝܠܗ̇ ܚܕܐ ܝܠܦܗ ܡܫܬܢܝܬܐ ܕܐܝܒܬܠܗ ܡܬܘܡܝܬܐ ܚܒܝܒܬܐ ܠܡܘܕܥܐ ܥܠ ܐܬܪܐ ܕܟܠ ܚܕܐ ܗܘܝܐ ܡܫܢܝܬܐ ܕܬܪܝܠܗܘܢ ܡܚܬܐ ܐܝܟ ܬܒܝܚܘܬܐ ܕܦܠܝܘܗܝ ܘܕܝܡܘܕܝܬܐ.

ܐܝܬܐ ܬܪܬܝ ܕܬܪܬܝܗܘܢ ܕܬܪܝܗܘܢ ܠܗ ܡܟܠܗܘܢ ܐܝܟ ܡܘܕܥܐ ܕܝܠܦܗܘܢ ܡܢ ܩܕܡ ܕܡܫܘܕܥܘܬܐ ܐܦܢ.

ܐܝܟ ܡܘܢܝ ܩܢܐ ܕܬܪܨܐ؟

TIO ܩܢܐ ܕܬܪܨܐ ܠܗܘܢ ܡܟܠܢܝ̈ܬܐ ܗܘܐ ܝܗܒܐ ܕܦܠܝܘܗܝ ܡܬܚܙܝܢܐ (ܡܘܒܝܠ) ܘܕܝܘܟܐ ܦܠܝܘܗܝ̈ܐ ܐܪܟܢܐ ܘܕܝܡܘܕܝܬܐ ܕܐܡܝܪܐ ܗܢܐ:

- ܒܬܪܬܐ ܕܝܬܟܪܐ ܕܫܘܚܠܘܦܢܐ (ܟܣܦ̈ܐ ܡܘܕܥܐ ܝܠܦܐ، ܟܬܒܐ ܝܠܦܐ، ܝܬܟܪܐ ܕܫܘܚܠܘܦܢܐ ܡܟܘܪܝܟܐ)
- ܒܝܗܒܐ ܕܬܪܬܐ ܐܝܟ ܝܠܦܐ ܕܝܬܪܢܐ ܓܕܝܐ ܕܦܠܝܘܗܝ̈ܐ ܕܡܘܒܝܠ (ܟܠ ܡܢܝܢܐ ܠܡܟܠܘܢܝܘܬ)
- ܒܝܠܦܐ ܘܡܬܪܘܬܐ (ܦܪܘܬܐ) ܕܝܠܦܗ
- ܒܡܬܪܨܝܢܝ̈ܬܐ ܕܡܘܨܝܬܐ
- ܒܬܪܘܕܘܬܐ ܕܡܫܦܫܬܐ ܕܪܝܬܐ (ܟܣܦ̈ܐ ܐܢܫܘܬܐ ܐܝܟ ܡܬܪܢܘܬܐ ܕܦܪܟܐ ܘܟܠ ܦܪܟܐ ܕܪܝܬܐ ܒܝܕܬܐ)
- ܒܚܘܒܘܪܐ (ܟܣܦ̈ܐ ܐܬܪܐ ܟܠ ܓܘܬܐ ܐܘ ܟܠ ܐܘܪܚܐ).

ܐܝܟ ܡܘܢܝ ܠܐ ܩܢܐ ܕܬܪܨܐ

ܐܝܟ ܠܐ ܩܢܐ ܕܬܪܨܠܗܘܢ ܡܟܠܢܝ̈ܬܐ ܗܘܐ:

- ܦܘܪܢܝ̈ܐ (ܡܦܩܬܐ) ܐܝܟ ܕܬܪܨܗܘܢ ܚܕܟܐ ܗܘܢ ܗܘܐ ܕܬܪܨܘܢ ܥܠ ܐܘܪܚܐ ܡܢ ܐܪܬܐ ܟܝܢܐ ܡܢ ܩܕܡ ܕܡܫܘܕܥܘܬܐ ܗܘܐ ܐܦܢ (ܐܝܟܡܐ ܐܟܘܬ ܩܢܐ ܕܡܫܪܫܡܠܗ ܐܢܐ ܡܗܝܪܐ ܠܐܝܟ ܟܝܢܐ)
- ܐܦܝ̈ܐ ܕܡܬܪܨܘܬܐ (ܡܬܪܨܐ) ܕܒܘܠܟܢܐ ܗܘܐ ܡܘܨܝܬܐ ܣܘܟܝܬܐ ܘܟܠ ܣܘܟܝܬܐ
- ܐܬܪܐ ܕܡܘܨܝܢܐ ܕܬܪܢܘܬܐ ܗܢܐ (ܟܣܦ̈ܐ ܦܠܝܘܗܝ̈ܐ ܡܘܒܝܠ ܐܘ ܒܡܫܚܠܦܬܐ ܐܝܟ ܕܒܝܠܗ ܚܬܝܡܘܬ ܩܝܡܐ ܝܠܗ ܩܪܝܬܐ)
- ܫܘܝܐ ܕܝܠܦܗ ܡܢܝ ܡܬܘܩܘܬܐ ܠܡܬܚܙܝܢܐ ܡܢܝ ܘܕܝܢܐ ܐܘ ܬܘܩܢܐ ܐܝܟ ܬܪܬܐ ܕܝܡܘܕܝܬܐ
- ܟܬܒܐ ܕܡܫܦܫܬܐ ܓܘ ܐܬܟܬܒܠܗܘܢ ܥܠ ܝܠܦܗܐ ܘܡܬܪܨܘܢ
- ܦܘܪܢܝ̈ܐ ܕܗܘܝܐ ܗܢܐ (ܐܘ ܕܦܢܝܬܐ ܗܢܐ ܕܒܝܫܬܐ ܕܐܘܟܠ) ܠܩܕܡ ܚܕ ܓܘܢܐ ܕܒܝܬܐ ܐܘ ܚܕ ܡܘܗܒܬܐ ܓܘܢܐ ܕܒܝܬܐ.

ܝܠܦܗ ܕܡܬܪܓܡܢܐ

ܐܢ ܡܣܒܝܬ ܗܘܝܬ ܠܚܕ ܡܬܪܓܡܢܐ، ܡܨܝܬ ܐܝܟ ܦܠܝܘܗܝ ܡܬܚܙܝܢܐ 450 131. ܐܢܐ ܝܠܦܗ ܡܫܪܫܡܬܐ ܗܠܘܗ. ܐܟܘܬ ܩܢܝܬܘܢ ܕܬܘܒܝܗܘܢ ܦܫܝܛܐ ܥܠ ܚܕ ܦܪܝܘܕܐ ܐܝܪܢܐ ܕܡܫܡܪܝܢ ܚܕܐ ܡܟܠܬܐ ܥܠ TIO ܡܢ ܓܘܗܘܢ ܐܢ ܟܣܦ̈ܐ ܗܘܝܬ ܕܡܬܪܨܘܢ ܠܢܘܟܪܐ ܘܡܫܟܚܐ ܒܝܬܐ ܝܬܝܒܬܐ ܟܠ ܗܠܘܗ ܦܫܝܛ.

ܡܬܚܙܝܢܐ ܠ TIO

ܦܠܝܘܗܝ ܡܬܚܙܝܢܐ:	1800 062 058*
TTY:	1800 675 692

ܒܗܘܢܐ ܩܢܐ ܐܟܡܐ ܡܢ ܐܢܐ ܐܘܪܚܐ:

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	Collins Street West Vic 8007

*ܩܪܝܬܐ ܕܝܘܡ ܦܪܫܬܗܘܢ ܚܕܐ ܒܡܨܝܬܐ ܕܘܟܬܐ ܥܠ ܡܕܝܢܬܐ ܡܢ ܦܠܝܘܗܝ̈ܐ ܡܬܚܙܝܢܐ (ܡܘܒܝܠ). ܒܡܨܝܬܐ ܕܡܘܕܝܢܬܐ ܗܠܝܢ ܗܠܘܗ ܐܝܟ ܡܘܕܥܐ ܕܝܠܦܗ ܕܡܬܟܠܝܢ ܗܘܝܬ. ܐܢ ܒܡܨܝܬܐ ܗܘܝܬ ܡܢ ܚܕ ܦܠܝܘܗܝ ܡܬܚܙܝܢܐ، ܡܬܚܝܒܝܬ ܠܐ ܘܐܝܟ ܓܘܢ ܩܪܝܬܘܢ.