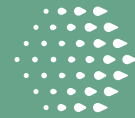


Tips for consumers during COVID-19



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If you are experiencing problems contacting your provider

Be aware contacting your provider may take longer

Many providers are responding to high customer demand while operating with reduced customer support staff. **It may take longer than usual** for your provider to assist you.

Try using your provider's preferred contact method

If your provider is asking customers to contact it using a preferred method, such as online chat, **use this method where possible.**

Let your provider know if your complaint is urgent

If your complaint is urgent, **let your provider know.** Your provider should have a suitable way to report urgent issues. Some have a dedicated phone number, online link, or may use technology to find words likely to indicate urgent issues in online complaints.

If you are experiencing a fault, transfer, or connection delay

Contact your provider to report a service problem

Contact your provider to report a fault or if you are experiencing a delay in transferring or connecting your service. **Be prepared to work with your provider** to troubleshoot the issue – it may be able to fix the problem remotely. Check your provider's website for details of any issues affecting services in your area.

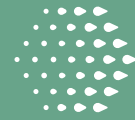
Ask your provider for an interim service

Your provider **may be able to provide an interim service** you can use until your service is restored or connected. Let your provider know if the affected service is your only method of contact, or if you need the service to work or study from home.

Keep your current service active

If you are changing provider, waiting for a new service to be connected or transferring your phone number, **keep your current services active.**

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If you cannot make your regular payments

Tell your provider about your situation

Your provider should make it easy to report hardship, including proactively starting its financial hardship process. It should also **promptly assess your circumstances**.

Check your provider's website for relief offers

Some providers have made **temporary changes** to help customers, such as not penalising late payments or offering a free data upgrade.

Know what you can afford

Work together with your provider to find an **affordable plan** for payment – and then make the payments agreed to. If you need to reduce your ongoing costs and your provider does not offer a suitable post-paid option, **consider transferring your services to prepaid**.

Contact us

You can complain through our website at www.tio.com.au or by calling **1800 062 058**.

You can post a letter to PO Box 276, Collins Street West, VIC 8007 or fax it to 1800 630 614.

If you need to use a language other than English, call the [Translating and Interpreting Service](#) on 134 450 and they will help you speak with us. They are a free service.

Calls to the above numbers on mobile phones may incur charges.

Getting someone to help you

You can also ask someone else to complain for you or your business, such as a friend, family member or financial counsellor. Ask for our [authorisation forms](#) over the phone or find them on our website.

www.tio.com.au

1800 062 058 (free call)

