

A young man with dark curly hair and glasses is smiling while talking on a mobile phone. He is wearing a grey jacket over a grey sweater and a red and blue checkered shirt. The background is a blurred city street with other people.

Do you have a phone or  
internet problem you can't  
fix with your telco?

We're free and here to help.

[tio.com.au](http://tio.com.au)

1800 062 058



Telecommunications  
Industry  
Ombudsman

## 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 service 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?

## Contact us

The Telecommunications Industry Ombudsman is a free and independent dispute resolution service for consumers and small businesses with an unresolved complaint about their phone or internet service.

TIO Freecall 1800 062 058

TIO Freefax 1800 630 614

National Relay Service 1300 555 727

[tio.com.au](http://tio.com.au)

PO Box 276, Collins St West, VIC 8007

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



If you need an interpreter, please contact us through the Translator and Interpreter Service (TIS): 131 450

The TIO's Privacy Policy explains how we collect, use and handle your personal information. Ask us for a copy or find it at [tio.com.au/privacy](http://tio.com.au/privacy).



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