

The Telecommunications Industry Ombudsman

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

The service is free and complies with the Government Benchmarks for Industry-based Customer Dispute Resolution.

About the Telecommunications Industry Ombudsman

The Telecommunications Industry Ombudsman Ltd was established in 1993 and is a company limited by guarantee. *The Telecommunications (Consumer Protection and Service Standards) Act 1999* requires telecommunications providers to be members of the Telecommunications Industry Ombudsman and to comply with the decisions of the Ombudsman.

Scope of service

Dispute resolution services include:

- Dealing with individual and systemic complaints
- Promoting fair and effective resolution of complaints
- Providing information and analysis to community, government and members

The Telecommunications Industry Ombudsman can help consumers and small businesses with:

Contracts: Has a consumer agreed to something that they did not get?

Bills: Is a bill incorrect or is a consumer having trouble paying it?

Faults and services difficulties: Is mobile phone connectivity an issue?

Disconnections: Has a consumer's phone or internet been cut off?

Debt collection: Is a consumer or small business being asked to pay a debt that is not theirs?

If a consumer or small businesses has an unresolved complaint about these issues they should contact the Telecommunications Industry Ombudsman.

If the individual is unable to call, a friend or family member can call on their behalf.

How the Telecommunications Industry Ombudsman records complaints

When recording complaints, the Telecommunications Industry Ombudsman collects information from residential consumers and small businesses. The information collected includes:

- which service provider the complaint is about
- whether the complaint relates to a landline phone, mobile phone or internet service
- the complaint issues
- the postcode of the residential consumer or small business
- the resolution the residential consumer or small business is seeking

If the complaint is about faults or connections, residential consumers or small businesses will be asked if the service is delivered over the national broadband network.

The Telecommunications Industry Sector

The Telecommunications industry regulators are the Australian Communications and Media Authority (ACMA) www.acma.gov.au and the Australian Competition and Consumer Commission (ACCC) www.accc.gov.au.

Government and the regulators set policy and regulations for the telecommunications sector.

The Communications Alliance is the peak body for the Australian communications industry. www.commsalliance.com.au

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communications consumer organisation representing individuals, small businesses and not-for-profit groups as consumers of communications products



Our complaints process

If you're a residential consumer or small business and you've already tried to resolve your complaint with your phone or internet provider, you can make a complaint to us.

1

We contact your provider on your behalf.
Most complaints are resolved here.

2

If the complaint is not resolved within 10 days
we suggest a new approach.

3

For complaints still not resolved we can investigate
further and make a binding assessment.

tio.com.au

1800 062 058



National Relay Service: 1300 555 727
Translator and Interpreter Service: 131 450

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



**Telecommunications
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