



Telecommunications
Industry
Ombudsman

**Free and fair help
for your phone and
internet complaints.**

tio.com.au
1800 062 058



What we 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 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